PARLIAMENT
OF KENYA
LIBRARY

SPECIAL ISSUE 3635

Kenya Gazette Supplement No. 174 *10th July, 2026*

(Legislative Supplement No. 98)

LEGAL NOTICE NO. 127

THE TOURISM ACT

(Cap. 381)

THE TOURISM (TOURISM ENTERPRISES) REGULATIONS, 2026

ARRANGEMENT OF REGULATIONS

Regulation

PART I— PRELIMINARY

1—Citation.

2—Interpretation.

3—Application.

4—Object of the Regulations.

PART II—STANDARDIZATION OF TOURISM ENTERPRISES

5—Mandatory operational standards.

6—Accreditation standards and classification schemes.

7—Accreditation.

8—National classification of tourism enterprises.

9—Classification criteria.

10—Reclassification of a tourism enterprise.

11—Procedure for reclassification.

12—Review of classification by the Authority.

13—Quality audits for accreditation and classification schemes.

14—Mark of Quality, Classification Certificate and Plaque.

15—Accreditation, classification and standards register.

16—Offences relating to standardization and classification.

PART III—LICENSING OF TOURISM ENTERPRISES

17—Licence.

18—Application for a licence.

19—Membership to registered tourism sector association.

20— Obligations of tourism sector associations.

21—Issuance of a licence.

PAPERS LAID

DATE 22/07/2026

TABLED BY Senate Maj whip

COMMITTEE

CLERK AT THE TABLE Belinda

22—Provisional licence.

23—Variation of licence conditions.

24—Transfer of licence.

25— Revocation, suspension or cancellation of licence.

26— Prohibition relating to licences.

27—Publication of suspended, cancelled or licences.

28—Tourist service vehicle or vessel Sticker.

29—Grounds for refusal to grant a sticker.

30—Records to be kept by tourism enterprises.

31—Requirement to provide data.

32—Consumer obligations.

PART IV—ENFORCEMENT PROVISIONS

33—Production of licence or sticker.

34—Conduct of quality Audits by authorized officers.

35—Closure of a tourism enterprise.

36—Effect of conviction.

PART V—REVIEW, APPEALS, REVOCATION, SAVINGS AND TRANSITIONS

37—Review.

38—Appeals to the Tribunal

39—Revocation of L.N. 200 of 2025.

40—Savings and Transitions.

SCHEDULE

THE TOURISM ACT

(*Cap.* 381)

IN EXERCISE of the powers conferred by section 122 of the Tourism Act, the Cabinet Secretary for Tourism and Wildlife, on the recommendation of the Tourism Regulatory Authority, makes the following Regulations—

THE TOURISM (TOURISM ENTERPRISES) REGULATIONS, 2026

PART I—PRELIMINARY

Citation.

1. These Regulations may be cited as the Tourism (Tourism Enterprises) Regulations, 2026.

Interpretation.

2. In these Regulations, unless the context otherwise requires—

"Act" means the Tourism Act; Cap. 381.

"accreditation" means the process of evaluating and certifying tourism enterprises as having met the safety, quality, and operational standards specified under regulation 7;

"agent" means means a person appointed by or on behalf of a regulated tourism enterprise set out under the Ninth Schedule to the Act to manage the tourism enterprise's affairs on behalf of the proprietor;

"assessor" means a qualified professional, trained and certified in accordance with an assessor training curriculum approved or recognized by the Authority and competent to undertake quality audits, classification and grading of tourism enterprises;

"Authority" means the Tourism Regulatory Authority established under section 4 of the Act; Cap. 381.

"authorized officer" means a person appointed in accordance with section 115 of the Act to carry out the provisions of the Act; Cap. 381.

"classification" means the systematic process of categorizing assessing and awarding star ratings to Class "A" Enterprises and Class "B" Enterprises by the Authority;

"classification certificate" means a certificate issued by the Authority to a tourism enterprise upon classification, indicating the category, star rating and status of the tourism enterprise;

"licence" includes a provisional licence issued under section 98 of the Act and regulation 21;

"mark of quality" means an award of accolade issued by the Authority under regulation 14;

"mandatory operational standards" means the requirements relating to safety, hygiene, quality, and service operations specified under regulation 5;

"plaque" means a physical sign, plate or insignia issued by the Authority to a classified tourism enterprise, displaying its approved star rating or classification status, and intended for public display at the premises of the tourism enterprise;

"proprietor" means a natural person or legal entity that owns, operates or has ultimate control over a tourism enterprise, and includes a—

(a) sole owner;

(b) partner in a partnership;

(c) director or controlling shareholder of a company; or

(d) person responsible for the management of day-to-day operations of a tourism enterprise,

"star rating" means a quality rating system assigned to Class "A" and Class "B" tourism enterprises, by the Authority on a scale of one to five, with five being the highest, signifying the level of quality and comfort of a classified enterprise in accordance with regulation 15;

"standardization" means the process of applying and enforcing mandatory operational standards, criteria and codes of practice by the Authority, including those adopted under the East African Community framework, to ensure consistency, quality, safety and efficiency in the provision of regulated tourism activities and services set out in the Ninth Schedule to the Act;

"tourism activities and services" means any of the regulated tourism activities and services specified in the Ninth Schedule to the Act;

"tourism enterprise" means a regulated tourism activity or service specified in the Ninth Schedule to the Act;

"tourism sector" means all tourism and hospitality enterprises and activities in Kenya;

"tourism sector enterprises association" means a trade or professional body involved in tourism or tourism-related activities or services, including any registered association, federation, or society in Kenya that is recognised by the Authority as representing the interests of a specific category of tourism enterprises;

"tourist service vehicle or vessel" means a vehicle or vessel in the case of waterbodies, including private hire vehicle or vessels, operated by a licensed tourism enterprise and used for the carriage of tourists;

"Tribunal" means the Tourism Tribunal established under section 87(1) of the Act; and

"unit" means an individual self-contained living space or part of a larger residential building, designed to function as an independent dwelling with its own entrance, rooms and essential facilities.

Application.

3. These Regulations shall apply to tourism enterprises engaged in the provision of regulated tourism activities and services specified under the Ninth Schedule to the Act.

Object of the Regulations.

4. The object of these Regulations is to—

(a) provide for the licensing, standardization, classification and regulation of tourism enterprises in accordance with the Act;

(b) promote mandatory operational standards to ensure quality, safety and efficiency in the provision of tourism activities and services;

(c) establish a transparent and accountable framework for the classification and grading of tourism enterprises;

(d) enhance consumer protection through fair practices, including transparency in pricing and effective complaint handling mechanisms;

(e) support the development, competitiveness and sustainability of the tourism sector; and

(f) facilitate the collection and use of tourism data for policy formulation, planning and sector development.

PART II— STANDARDIZATION OF TOURISM ENTERPRISES

Mandatory operational standards.

5. (1) These Regulations shall operate alongside the standards developed by the Authority covering hygiene, safety, security, quality and operational service and codes of practice for the regulation of the tourism sector set out in the First Schedule.

(2) Despite the generality of subregulation (1), a tourism enterprise shall, as a condition of licensing, standardization and classification and continued operation, comply with the mandatory operational standards under these Regulations, which shall include—

(a) maintaining hygiene and sanitation standards appropriate to the nature of the enterprise, including clean premises, safe food-handling practices, and effective waste-management systems;

(b) implementing safety measures to safeguard guests, staff and property, including fire-safety installations, emergency procedures, and safe building and equipment conditions;

(c) ensuring adequate security arrangements, including personnel, systems, and infrastructure necessary to protect guests, staff and property;

(d) meeting mandatory quality standards in the provision of accommodation, catering, tour operations, transport and all other services offered by the enterprise;

(e) maintaining operational service standards that ensure timely, professional and courteous service delivery, efficient handling of reservations and customer complaints, and effective internal management systems; and

(f) complying with all sector-specific codes of practice set out in the Schedule or prescribed under these Regulations.

Accreditation standards and classification schemes.

6. (1) The Authority shall accredit, classify and grade tourism enterprises in accordance with these Regulations.

(2) Accreditation and classification shall be undertaken by certified assessors with a background in tourism and hospitality,

environment, public health, architecture or any other related field, whose names shall be published in the *Gazette* by the Authority.

Accreditation.

7. (1) The Authority shall assess and accredit licensed tourism enterprises that conform to quality standards criteria for accreditation under these Regulations, every two years.

(2) A licensed tourism enterprise shall apply to the Authority for accreditation in a self-assessment prequalification Form set out in the Second Schedule.

(3) The Authority shall, upon assessment, award a mark of quality to signify and guarantee to consumers a degree of quality service delivery.

(4) A tourism enterprise shall be accredited where it demonstrates compliance to the Act and these Regulations, including—

(a) the implementation of documented hygiene protocols consistent with recognised industry best practices and subject to internal audits conducted at least twice annually;

(b) the installation and annual independent inspection of modern fire-detection and suppression systems together with comprehensive emergency preparedness plans and periodic staff drills;

(c) the deployment of trained security personnel or monitored electronic surveillance systems supported by documented guest and staff security procedures;

(d) the adoption of superior service-quality standards evidenced by written quality-assurance policies, annual customer-care training, functional guest-feedback mechanisms, and regular assessments of service performance;

(e) the maintenance of documented operational manuals and continuous staff development programmes with periodic internal quality-control checks;

(f) the implementation of advanced environmental-management practices, including energy- and water-efficiency measures, waste-reduction and recycling systems, and annual environmental-impact monitoring; and

(g) full compliance with the sector-specific codes of practice set out in the Schedule together with documentation demonstrating ongoing adherence to such codes.

National classification of tourism enterprises.

8. (1) The Authority shall conduct national classification for Class "A" and "B" tourism enterprises, set out in the Ninth Schedule to the Act, after every five years.

(2) Notwithstanding subregulation (1), a tourism enterprise that commences operations after a national classification exercise has been conducted may apply to the Authority for classification at any time.

(3) A request under subregulation (3) shall be in Form TE 1 set out in the Second Schedule.

(4) A classification under this regulation shall be in accordance with the criteria for classification of accommodation and catering enterprises set out in the Third Schedule.

(5) A Class A tourism enterprise which is classified under subregulation (1), shall be graded ranging from one star to five-star, with five stars being the highest classification.

(6) A Class B tourism enterprise which is classified under subregulation (1), shall be graded ranging from three star to five-star, with five stars being the highest classification.

(7) The Authority shall award a classification certificate and plaque to a classified and graded tourism enterprise to signify and guarantee to consumers a degree of quality service delivery.

Classification criteria.

9. (1) The classification of class "A" and Class "B" enterprises shall be based on an assessment of the tourism enterprise compliance with classification criteria specified in the Third Schedule relating to—

(a) physical facilities, architectural design and site environment;

(b) sustainability and best practices;

(c) guest facilities and services quality;

(d) food safety and hygiene practices;

(e) safety and security measures;

(f) wellness and recreational services; and

(g) staff professionalism and guest experience.

(2) The classification under subregulation (1) shall be undertaken through—

(a) physical assessment of premises and facilities of a tourism enterprise;

(b) review of records and documentation of a tourism enterprise;

(c) interviews with management and staff of the tourism enterprise; and

(d) verification of services offered by the tourism enterprise.

Reclassification of a tourism enterprise.

10. (1) A tourism enterprise may apply for reclassification at any time if—

(a) substantial renovations or improvements have been undertaken; or

(b) the agent or proprietor of a tourism enterprise is of the view that the tourism enterprise current rating does not reflect the tourism enterprise facilities or service standards.

(2) Despite subregulation (1), the Authority may on its own motion initiate re-classification of a tourism enterprise where—

(a) the Authority has obtained new information that was not available at the time of the initial classification;

(b) the tourism enterprise facilities and services have improved warranting a reclassification; or

(c) quality audit conducted by the Authority has revealed the need for reclassification.

Procedure for re-classification.

11. (1) A tourism enterprise seeking reclassification of shall lodge an application to the Authority in Form TE 2 set out in the Second Schedule.

(2) An application under subregulation (1) shall be accompanied by—

(a) the current classification certificate issued under these Regulations;

(b) a valid operating licence issued by the relevant county government and the Authority;

(c) details of any upgrades, renovations, or improvements undertaken since the last classification;

(d) updated information on facilities, services, and operations offered by the tourism enterprise;

(e) evidence of compliance with applicable health, safety, fire, environmental, and building standards;

(f) details of the current management structure and key personnel qualifications; and

(g) fees specified in the Fourth Schedule.

(3) The Authority shall, within fourteen days of receipt of an application for reclassification, carry out an assessment of the tourism enterprise for purposes of assessing compliance to the Act and these Regulations.

(4) The owner or operator of a tourism enterprise shall grant the Authority access to premises, facilities, records, and personnel for purposes of assessment.

(5) The Authority shall, within thirty days after completion of the assessment, determine the appropriate reclassification of the tourism enterprise and issue a revised classification certificate indicating the new star rating.

(6) Where the tourism enterprise does not qualify for a higher classification, the Authority shall maintain the existing classification and shall notify the tourism enterprise in writing of the reasons for such decision.

(7) A tourism enterprise that is dissatisfied with the outcome of a reclassification decision may reapply for reclassification after addressing the issues identified by the Authority during the assessment.

(8) A reclassification certificate issued under this regulation shall remain valid for three years, unless further reclassification is conducted or the certificate is revoked in accordance with these Regulations.

Review of classification by the Authority.

12. (1) The Authority may, on its own motion, conduct a review of classification of a tourism enterprise where—

(a) there is a material change in the infrastructure, facilities or services of the tourism enterprise that affects the tourism enterprise classification;

(b) the Authority receives verified complaints or credible information indicating non-compliance with the classification criteria set out in the Third Schedule;

(c) an assessment by an authorized officer conducted under any written law reveals non-compliance with applicable health, safety, fire, environmental or building standards;

(d) the tourism enterprise has failed to maintain the minimum requirements applicable to its existing classification level; or

(e) there is evidence of misrepresentation or false information used to obtain or retain classification.

(2) The Authority shall prior to undertaking a review of a classification under subregulation (1), issue a written notice to the tourism enterprise.

(3) The notice under subregulation (2) shall—

(a) specify the grounds for the intended review; and

(b) invite the tourism enterprise to submit representations within fourteen days.

(4) Upon completion of the review under subregulation (1), the Authority may—

(a) confirm the existing classification;

(b) upgrade the classification; or

(c) downgrade or revoke the classification where the tourism enterprise fails to comply with the Act and these Regulations.

(5) The Authority shall communicate its decision under this regulation in writing within thirty days from the date of the decision and shall provide reasons for any downgrade, or revocation of a classification.

(6) A tourism enterprise affected by a decision of the Authority under this regulation may apply to the Authority for a review.

Quality audits for accreditation and classification schemes.

13. (1) The Authority shall conduct routine quality audits of a tourism enterprise to monitor compliance to the Act and these Regulations.

(2) Where non-conformity is determined, the Authority shall withdraw the mark of quality, classification certificate, and plaques, and shall require the tourism enterprise to apply for re-assessment within seven days from the date of determination of the non-conformity.

(3) Quality audit under subregulation (1) may be conducted—

(a) as part of the periodic national classification exercise;

(b) following the grant or review of a classification;

(c) upon receipt of a complaint or credible information alleging non-compliance with classification standards; or

(d) on a risk based or routine inspection program conducted by the Authority.

(4) Quality audit under subregulation (1) shall assess the tourism enterprise regarding—

(a) the condition, adequacy and maintenance of physical facilities and infrastructure;

(b) the quality and consistency of service delivery to guests;

(c) compliance with health, safety, fire, environmental and building standards;

(d) the staffing levels, qualifications, training and staff conduct;

(e) the accuracy of representations made by the tourism enterprise in relation to its classification; and

(f) the implementation of corrective measures from previous audits or inspections.

(5) In undertaking quality audit under this regulation, the Authority shall access tourism enterprise and may assess facilities, records, systems, and operations relevant to classification.

(6) A tourism enterprise shall provide such cooperation to the Authority during a quality audit, including access to premises, documents, records, and personnel.

(7) The Authority shall, upon completion of the quality audit prepare a quality audit report setting out—

(a) the findings of the quality audit;

(b) the level of compliance with classification criteria and standards;

(c) identified non-conformity to the Act and these Regulations; and

(d) recommendations for corrective action for non-compliance to the Act and these Regulations.

(8) The Authority may, where a quality audit reveals non-compliance to the Act or these Regulations—

(a) issue a compliance notice to the tourism enterprise and require the tourism enterprise to take corrective action within a period specified in the compliance notice;

(b) conduct a follow up quality audit to verify compliance; or

(c) initiate a review of classification in accordance with these Regulations.

(9) The Authority shall communicate the outcome of a quality audit to the tourism enterprise in writing within thirty days after completion of the quality audit.

(10) The Authority may withdraw the mark of quality or classification certificate and plaques, where a tourism enterprise fails to comply with the Act or these Regulations.

(11) The Authority shall before withdrawal of the mark of quality, classification certificate or plaque, under subregulation (10), notify the tourism enterprise concerned accordingly and issue thirty days' notice to comply.

(12) A tourism enterprise may apply to the Authority for re-assessment, where its mark of quality or classification certificate and plaques has been withdrawn under subregulation (10).

Mark of Quality, Classification Certificate and Plaque.

14. (1) The Authority shall issue the tourism enterprise with a mark of quality or classification certificate and plaque within fourteen days, from the date of publication of classification results of a tourism enterprise.

(2) A tourism enterprise which is classified under these Regulations shall prominently display the classification certificate and plaque at its principal entrance or reception area in a manner that is clearly visible to the public.

Accreditation, classification and standards register.

15. (1) The Authority shall keep, maintain and update a register for accreditation, classification and standards.

(2) The accreditation and classification register under subregulation (1) shall contain the following particulars—

(a) the name and contact details of the tourism enterprise;

(b) the license number and type of tourism enterprise;

(c) the date of initial accreditation and subsequent reaccreditation;

(d) the accreditation status, including any marks of quality awarded;

(e) the classification category and star rating, where applicable;

(f) dates of assessment, reassessment, or reclassification;

(g) the names of the assessor involved in the accreditation or classification;

(h) any conditions, restrictions, or sanctions imposed on the tourism enterprise; and

(i) any complaints received and actions taken relating to the enterprise's accreditation or classification.

(3) The standards register shall contain the following particulars—

(a) the description of the mandatory standards applicable to each category of tourism enterprise;

(b) the codes of practice applicable to tourism enterprises;

(c) the date of publication or amendment of each standard or code; and

(d) the category of tourism enterprise to which each standard or code applies.

(4) The register under subregulation (1), shall be available for inspection—

(a) on the Authority's website; or

(b) at the Authority's offices during working hours.

(5) A person may inspect the registers under this regulation upon payment of the fees specified in the Fourth Schedule.

Offences relating to standardization and classification.

16. (1) A proprietor or an agent of a tourism enterprise commits an offence where—

(a) the proprietor or agent fails to subject a tourism enterprise to the national classification exercise conducted by the Authority;

(b) the proprietor or agent fails to request for classification within six months of the completion of the national classification exercise;

(c) the proprietor or agent in a publication, leaflet, brochure, broadcast or otherwise advertises or describes or holds out a tourism enterprise as classified or being of a star rating other than those published by the Authority under these Regulations; or

(d) the proprietor or agent fails to exhibit the classification plaque or mark of quality as required under these Regulations.

(2) A proprietor or agent who commits any of the offences under subregulation (1) shall on conviction be liable to a fine not exceeding one million shillings or to imprisonment for a term not exceeding six months, or to both.

(3) Subregulation (1) shall not apply to newly established tourism enterprise.

PART III—LICENSING OF TOURISM ENTERPRISES

Licence.

17. (1) The Authority shall be responsible for issuance of licences for the operation of all tourism enterprises.

(2) A person or agent shall not undertake or engage in any regulated tourism activity or service listed in the Ninth Schedule to the Act, without obtaining a valid licence issued by the Authority under these Regulations.

(3) A licensing authority established under any applicable written law shall not issue a trading, commercial or business permit in respect of a tourism enterprise unless the applicant produces to that licensing authority, a valid licence issued by the Authority under these Regulations.

(4) A person or entity that fails to comply with this regulation commits an offence and shall on conviction be liable to a fine not exceeding one million shillings or to imprisonment for a term not exceeding six months, or to both.

Application for a licence.

18. (1) A proprietor of a tourism enterprise may, apply to the Authority for a licence to operate a tourism enterprise.

(2) An application under subregulation (1) may be lodged by an agent to the Authority and shall be in Form TE 2 set out in the Second Schedule.

(3) An application under subregulation (1) shall be accompanied by —

(a) a one -off application for licence fee specified in the Fourth Schedule;

(b) annual licence fee specified in the Fourth Schedule;

(c) constituting documents of the tourism enterprise;

(d) details of the physical address and postal address of the tourism enterprise; and

(e) proof of membership to a registered tourism sector association.

(4) The Authority shall verify the validity of the membership to a registered tourism sector association before granting or renewing a licence.

Membership to registered tourism sector association.

19. (1) A tourism enterprise may, where applicable, be a member of a recognised sector or professional association representing its category of tourism services.

(2) The Authority shall publish a list of registered tourism sector associations for purposes of this regulation.

Obligations of tourism sector associations.

20. (1) A registered tourism sector association shall—

(a) maintain an up-to-date register of its members and submit the register to the Authority at least once every year;

(b) promote adherence to the mandatory operational standards specified under these Regulations;

(c) report to the Authority any breaches of mandatory standards or unethical conduct by its members; and

(d) collaborate with the Authority in capacity building, self-regulation, and sector development initiatives.

Issuance of a licence.

21. (1) The Authority shall, within thirty days of receipt of an application under regulation 18 (1) make a determination of the application and may—

(a) approve the application and issue a licence in the manner set out in the Fifth Schedule; or

(b) reject the application and notify the applicant in writing giving reasons for rejection within fourteen days from the date of making its determination.

(2) A person issued with a licence under this regulation shall—

(a) adhere to the provisions of the Act and these Regulations; and

(b) report any occurrence which causes disruption of itinerary, death or injury to a client with which the licensee is concerned.

(3) A licence issued under these Regulations shall expire on the 31st December of each year in respect of which it is issued.

(4) A proprietor or an agent of a licensed tourism enterprise shall ensure that the license is prominently displayed within the premises of the tourism enterprise.

(5) A proprietor or an agent of a licensed tourism enterprise advertising their business or service online either on the enterprise's website, on digital marketing or online booking platforms shall prominently list their license identification features including serial numbers or quick response codes at all times.

(6) A proprietor or an agent of a tourism enterprise fails to comply with this regulation commits an offence and shall, on conviction, be liable to a fine not exceeding one million or to imprisonment for a term not exceeding six months, or to both.

(7) A licence issued under these Regulations is applicable only to the physical address to which the application was made and in the event of change of physical address, the Authority shall be notified in writing within of seven days.

Provisional licence.

22. (1) The Authority may issue a provisional licence in the manner set out in the Fifth Schedule where an applicant has not complied with all the requirements under the Act or these Regulations.

(2) A provisional licence issued under subregulation (1) shall be subject to the condition that the applicant complies with all the requirements that the applicant has not complied within a period specified in the provisional licence.

(3) The period specified under subregulation (2) shall not exceed three months from the date of issuance of the provisional licence.

(4) Where the applicant fails to comply with the requirements within the specified period, the provisional licence shall lapse upon expiry of that period specified in the provisional licence.

(5) The Authority may extend the period referred to in subregulation (3) for one further period not exceeding three months, where justifiable reasons are demonstrated by the applicant.

(6) A proprietor or an agent of a tourism enterprise with a licence issued under subregulation (1) shall ensure that the license is prominently displayed within the premises of the tourism enterprise.

Variation of licence conditions.

23. (1) A tourism enterprise shall notify the Authority in writing of any change in its business operations, including closure of the business, within seven days after the occurrence of the change.

(2) In the case of any request for variation of a licence, the applicant shall pay a fee as specified in the Fourth schedule.

Transfer of licence.

24. The Authority shall, upon receipt of a notification of transfer of a licence provided under section 99 of the Act and prior to effecting the transfer, conduct a quality audit on the tourism enterprise.

Revocation, suspension or cancellation of licence.

25. (1) The Authority may cancel a licence, if the proprietor or agent of the tourism enterprise—

(a) fails to meet a lawful condition imposed by the Authority;

(b) fails to comply with the provisions of the Act or these Regulations;

(c) surrenders the licence to the authority together with a notice setting out a request that the licence be cancelled;

(d) obtains a licence fraudulently; or

(e) operates a different tourism activity or service from that which it is licenced to operate.

(2) The Authority shall, upon giving the intention to suspend, revoke or cancel the licence under subregulation (1)—

(a) notify the person concerned in writing, giving reasons for intended suspension, revocation or cancellation of a licence; and

(b) give thirty days' notice of suspension, revocation or cancellation unless the person fulfills such conditions as may be specified in the notice.

(3) The Authority may vary, revoke or cancel a licence for the tourism enterprise upon expiry of the period specified under subregulation (2).

(4) Where a licence issued under these Regulations is revoked, suspended or cancelled, the holder thereof shall cease operations of the tourism enterprise, the subject of which the licence was issued, until a new license is issued by the Authority.

Prohibition relating to licences.

26. (1) A person shall not undertake any tourism activity or service specified in the Ninth Schedule to the Act unless that person has a licence issued by the Authority.

(2) A proprietor or agent of a tourism enterprise shall not—

(a) unlawfully alter or endorse, or lend a licence issued to him or her to any other person;

(b) possess or attempt to operate pursuant to a licence issued to another person; or

(c) engage in any business transaction or enlist the services of an unlicensed tourism activity or service.

(3) An unlicensed tourism enterprise shall not be listed on any digital marketing or booking platform.

(4) A person who contravenes this regulation commits an offence and is liable, on conviction, to a fine not exceeding one million or to imprisonment for a term not exceeding six months, or to both.

Publication of suspended, cancelled or licences.

27. The Authority shall publish in the Authority's website a list of tourism enterprises whose licences are suspended, cancelled or revoked.

Tourist service vehicle or vessel Sticker.

28. (1) A person operating a tourist service vehicle or a tourist service vessel shall obtain from the Authority and display conspicuously on the vehicle a Tourist Service Vehicle Sticker in Form TE 3 or Form TE 4 respectively, set out in the Second Schedule.

(2) The sticker issued in respect of a tourist service vehicle or vessel owned by a licensed tourism enterprise registered in Kenya or a foreign tourist service vehicle or vessel within the East African Community shall expire on the 31st December of the year in respect of which it is issued.

(3) Any other foreign registered vehicles or vessel stickers shall be valid for a period of six months from the date of issue.

(4) All foreign tourist registered vehicles or vessels shall be required to produce motor vehicle or vessel ownership documents, a valid driver's or coxswain's licence and entry permit where applicable.

(5) An application for issuance or renewal of a tourist vehicle or vessel sticker shall be submitted in a Form TE 5 set out in the Second Schedule and shall be accompanied by—

(a) a copy of the licence issued under the Act or a licence to carry out the business of tourism from the country of origin in the case of foreign tourist service vehicles;

(b) such fees as specified in the Fourth Schedule;

(c) ownership details of motor vehicle or vessel either in the name of the business or of the proprietor;

(d) motor-vehicle or vessel insurance;

(e) in the case of a vessel, certificate of sea worthiness;

(f) a copy of tour guide licence issued under the Act; and

(g) adherence with vehicle or vessel specifications specified in the national minimum standards by the Authority.

(6) The Authority may grant or refuse to grant the sticker giving reasons.

(7) A suspension, revocation, cancellation of a licence issued under the Act and these Regulations, shall result in an automatic suspension, revocation or cancellation of the sticker.

(8) The Authority may withdraw a sticker issued under this regulation where—

(a) the proprietor, driver or coxswain has breached any provision of the Act or these Regulations;

(b) the vehicle or vessel no longer complies with the standards or specifications prescribed under the Act or these Regulations;

(c) the licence issued to the tourism enterprise under the Act or these Regulations has been suspended, revoked or cancelled;

(d) the sticker was obtained through fraud, misrepresentation or the submission of false or misleading information;

(e) the vehicle or vessel is used for a purpose other than that for which the sticker was issued; or

(f) the continued use of the vehicle or vessel poses a risk to the safety, security or comfort of tourists.

(9) A person who fails to obtain and exhibit the sticker as required by subregulation (1), commits an offence and is, liable, on conviction, to a fine not exceeding one million shillings or to imprisonment for a term not exceeding six months, or to both.

Grounds for refusal to grant a sticker.

29. (1) The Authority may refuse to grant a sticker under regulation 27 where—

(a) the applicant has not complied with the requirements prescribed under the Act or these Regulations;

(b) the vehicle or vessel does not meet the specifications or standards prescribed by the Authority under the Act or these regulations;

(c) the applicant has provided false, misleading or incomplete information in support of the application;

(d) the applicant does not hold a valid licence issued under the Act or a corresponding licence from the country of origin, where applicable; or

(e) the vehicle or vessel poses a risk to the safety, security or comfort of tourists.

(2) Where the Authority intends to refuse an application under this regulation, it shall—

(a) notify the applicant in writing of the reasons for the intended refusal; and

(b) accord the applicant an opportunity to make representations within a period of not less than fourteen days.

(3) The Authority shall, after considering any representations made under subregulation (2), make a determination and communicate its decision to the applicant in writing within fourteen days, stating the reasons for the decision.

Records to be kept by tourism enterprises.

30. (1) A tourism enterprise shall keep record of personal details of every guest, employee and trainee for a period of not less than five years.

(2) A tourism enterprise shall keep a record of business operations, other than particulars specified in respect of the register required by subregulation (1) to be kept.

(3) A proprietor or agent of a tourism enterprise commits an offence if —

(a) the agent or proprietor fails to keep the records of business operations; or

(b) the agent or proprietor makes or causes or permits to be made in any record required by this regulation to be kept any entry which the person knows or has reason to believe to be false.

(4) A person found guilty of an offence in subregulation (3) is liable, on conviction, to a fine not exceeding one million shillings or to imprisonment for a term not exceeding six months, or to both.

Requirement to provide data.

31. (1) The holder of a licence issued under these Regulations shall submit at the end of every month, data in respect of the tourism enterprise which shall include—

(a) bed occupancy;

(b) number of visitors by country of origin; and

(c) revenue earnings.

(2) The data under subregulation (1) shall be submitted in Form TE 6 set out in the Second Schedule.

Cap. 411C.

(3) The Authority shall ensure that processing of personal under these Regulations complies with the Data Protection Act, and shall in particular—

(a) use the data solely for purposes of regulation, policy formulation, statistical analysis and sector planning;

(b) implement measures to protect the data from unauthorized access, disclosure or misuse; and

(c) not disclose any commercially sensitive or confidential information relating to a tourism enterprise except with the consent of the licensee, where required by law, or in an aggregated or anonymized form.

(4) A person who fails to comply with subregulation (1) commits and offence and is, liable, on conviction, to a fine not exceeding one hundred thousand shillings or to imprisonment for a term not exceeding eighteen months, or to both.

Consumer obligations.

32. (1) A tourism enterprise shall establish and maintain an effective and accessible system for receiving, recording and resolving complaints from guests and customers.

(2) A tourism enterprise shall—

(a) acknowledge receipt of a complaint within a reasonable time;

(b) keep a record of all complaints received and the measures taken to address them; and

(c) resolve complaints in a fair, timely and transparent manner.

(3) A tourism enterprise shall clearly display and make available to customers, at the premises and on any digital or online platform used for marketing or booking—

(a) the applicable prices for services offered;

(b) any applicable taxes, fees or additional charges; and

(c) the terms and conditions relating to bookings, cancellations and refunds.

(4) A tourism enterprise shall not—

(a) charge a price that is not disclosed in accordance with subregulation (3); or

(b) engage in false, misleading or deceptive pricing practices.

(5) A person who contravenes this regulation commits an offence and is liable, on conviction, to a fine not exceeding one million shillings or to imprisonment for a term not exceeding six months, or to both.

PART IV—ENFORCEMENT PROVISIONS

Production of licence or sticker.

33. A licence or sticker issued pursuant to these Regulations shall, on demand, be produced to an authorized officer.

Conduct of quality audits by authorized officers.

34. (1) Quality audits shall be carried out without prior notice unless such notice is deemed necessary by an authorized officer.

(2) The Authority shall ensure that all authorized officers appointed under the Act and these Regulations are issued with official identity cards which shall be produced by such authorized officers at the request of any person responsible for any place to be audited.

(3) For the purpose of exercising, performing and discharging the powers, functions or duties of the Authority under the Act or these Regulations, an authorized officer may, by notice in writing, require any person to—

(a) furnish the authorized officer within seven days and at such place as may be specified in the notice, any document specified or described in the notice which is in custody or control of such a person; or

(b) produce for audit any book, return, account or record in the person's possession or control.

(4) A proprietor or agent of a tourism enterprise shall allow authorized officers to access their facilities for the purpose of enabling the authorized officers to carry out quality audits, investigations and verification in accordance with the Act.

(5) An authorized officer may, by notice in writing, require a tourism enterprise in default of any requirement of the provisions of the Act and these Regulations to comply therewith within the fourteen days.

Closure of tourism enterprises.

35. (1) Quality audits of tourism enterprises shall be regularly carried out by an authorized officer when non-compliance with mandatory standards is suspected or when required for the purpose of granting or renewal of a licence.

(4) An authorized officer may, in performance of his duties under the Act and these Regulations, with the written approval of the Director-General, order the immediate closure of a tourism enterprise where—

(a) a tourism enterprise has failed to comply with the notice issued under regulation 34 (5); or

(b) a tourism enterprise's license has been suspended, cancelled or revoked under regulation 24.

Effect of conviction.

36. The conviction of the holder of a license for any offence under the Act or these Regulations, has the effect of canceling the licence and such instrument shall cease to be valid from the date of conviction.

PART V—REVIEW, APPEALS, REVOCATION, SAVINGS AND TRANSITIONS

Review.

37. A person aggrieved by the decision of the Authority under these Regulations may apply to the Authority for a review of the decision.

Appeals to the Tribunal.

38. A person aggrieved by a decision of the Authority under these Regulations may appeal to the Tribunal in accordance with section 91 of the Act.

Revocation of L.N. No. 200 of 2025.

39. The Tourism Regulatory Authority (Tourism Enterprises) Regulations, 2025 are revoked.

Savings and transitions.

40. Notwithstanding the provisions of regulation 36—

(a) any proceedings taken against or by the Authority or pending against the Authority or any other person immediately before the commencement of these Regulations may be continued by or against the Authority as if instituted under these Regulations:

Provided that criminal proceedings shall be regarded as pending if the person concerned had pleaded to the charge in question;

(b) any proceedings taken by the Committee in exercise of its functions under the revoked Regulations shall be deemed to be proceedings under these Regulations;

(c) a licence issued by the Authority under the revoked Regulations shall be deemed to be a licence under these Regulations;

(d) any administrative investigation or inquiry instituted in terms of the revoked Regulations which was pending before the commencement of these Regulations shall be continued or disposed of as if instituted under these Regulations;

(e) all disciplinary proceedings which immediately before the commencement of these Regulations were pending shall be continued or concluded as if instituted under these Regulations; and

(f) all appeal processes, which immediately before the commencement of these Regulations were pending, shall proceed as if instituted under these Regulations.

FIRST SCHEDULE

(r. 5(1))

MANDATORY OPERATIONAL STANDARDS

1. *General application*

These standards shall apply to all tourism enterprises and shall constitute the minimum requirements for licensing, classification and continued operation under these Regulations.

2. *Hygiene and sanitation standards*

Mandatory operational standards on hygiene and sanitation include—

(a) clean, hygienic and sanitary premises at all times;

(b) safe handling, preparation, storage and service of food and beverages in accordance with applicable public health laws;

(c) proper waste management systems, including segregation, collection and safe disposal of waste;

(d) availability of clean and adequate sanitary facilities for guests and staff; and

(e) implement pest control measures and maintain records of such measures.

3. *Safety standards*

Mandatory operational standards on safety—

(a) installation and maintenance of fire detection and firefighting equipment in accordance with applicable laws;

(b) establishment and communication of emergency procedures, including evacuation plans;

(c) ensuring buildings, equipment and installations are structurally sound and safe for use;

(d) maintenance of first aid facilities and ensuring availability of trained safety personnel; and

(e) conduct of periodic safety inspections and risk assessments.

4. *Security standards*

Mandatory operation standards on security—

(a) provision of security arrangements, including trained personnel and surveillance systems where applicable;

(b) ensuring secure access control to premises;

(c) safeguarding guests' property and personal safety; and

(d) maintenance of incident reporting and response procedures.

5. *Operational service standards*

Mandatory operational standards on operation service include—

(a) provision of timely, professional and courteous service to guests;

(b) maintenance of efficient reservation, booking and customer service systems;

(c) establishment of procedures for handling customer complaints;

(d) ensuring clear communication of services offered; and

(e) maintenance of appropriate staffing levels for effective service delivery.

6. *Staff qualifications and professionalism*

Mandatory operational standards on staff qualifications and professionalism—

(a) employment of qualified and competent personnel appropriate to the services offered;

(b) provision of continuous training and capacity building for staff;

(c) ensuring staff adhere to professional codes of conduct and ethical standards; and

(d) maintaining records of staff qualifications and training.

7. *Environmental sustainability standards*

Mandatory operation standards on environmental sustainability standards include—

(a) adoption of environmentally sustainable practices, including efficient use of water and energy;

(b) implementation of measures to reduce waste and promote recycling;

(c) compliance with applicable environmental laws and regulations; and

(d) promotion responsible tourism practices.

8. *Accessibility and inclusivity*

Mandatory operational standards on accessibility and inclusivity include—

(a) taking reasonable measures to ensure accessibility of facilities and services to persons with disabilities;

(b) promotion of non-discrimination in the provision of services; and

(c) provision of clear information on accessibility features available at the premises.

9. *Consumer protection standards*

Mandatory operational standards on consumer protection standards include —

(a) displaying prices clearly and transparently in accordance with these Regulations;

(b) provision of accurate information regarding services offered;

(c) honouring advertised services and pricing; and

(d) establishment of mechanisms for receiving and resolving customer complaints.

10. *Compliance and record keeping*

Mandatory operational standards relating to compliance and recording keeping include—

(a) compliance with all applicable written laws relating to health, safety, labour, environment and taxation;

(b) maintenance of records necessary to demonstrate compliance with these standards; and

(c) making such records available for inspection by the Authority upon request.

SECOND SCHEDULE

FORMS

(r.7(2)) (r. 8(3)) (r. 11(1))

Self-Assessment Prequalification Form

Form TE 1-Request for Classification

Form TE 2-Reclassification

Pre-qualification Assessment; *is a prerequisite procedure under the EAC Standards Criteria for Classification of Hotels and Restaurants. Hotels Owners/property managers must carry out self-assessment based on each of the identified Essential Items listed on the checklist to ensure they attain the prerequisite 100% to qualify for classification and star rating.*

Essential Items*; refers to both statutory requirements and basic operational standard practices that guarantees safety and comfort of both local and international guests in any hospitality establishment. The Items are crucial in the protection and promotion of the well-being of guests, staff and the property.*

Due to their significance, an establishment must score 100% overall in all of the listed Essential Items to qualify for Classification and Grading Process.

Part A: General Information of the establishment

Name of Establishment					
Category of Establishment					
County		District		Location	
Postal Address			Tel/Fax		
Email:			Website		
Number of Rooms					
Number of Beds					
Name of the person filling this form					
Title of the person filling this form					

Part B: Important: Instruction on how to fill this Form

For each of the essential item numbered on the checklist, check one box only with an x or √ (i.e. from item numbered 1 Occupational permit to 21 Hotel insurance).

1. Each part of the checklist will be accompanied by an explanation of the item to be inspected.
2. In the space to the right of the description of the item, if the decision on the item is "No," write what repairs are necessary.

3. Also, if "Yes" but there is additional improvement required on the items or the items is not consistent with the EAC standards set in the criteria; write these in the space to the right.

Part C: Evaluation of the Essential Items

{Please check in the appropriate box for 'Yes or No for each of the items}

Item No.	Description of the Essential Item	Compliance level	Decision		Repair or Improvement Required
			Yes	No	
1	Occupational Permit Does the hotel have approved— (a) Building Plan	Compliant with the building law			
		Copy availability			
	(b) Valid Occupational certificate?	Compliant with the building law			
		Copy availability			
2	Valid Operating license Does the hotel have operational licences required under regulatory laws - Hotel and Restaurant licences & Single Permit licence?	Compliant with the regulatory laws			
		Copies availability			
3	Drainage Is there adequate & functional drains especially within and around the Kitchen area? Connected to main drainage systems, properly covered & have provision for grease trap?	Compliant with the public health Act & the building code			
		Functionality			
		Good state of Repair /Maintenance			
4	EIA/Environmental Audit reports Does the hotel have a certified EIA and/or current EA report?	Compliant EMCA Act			
		Copy available			
5	Room Designation If a hotel, are the rooms clearly designated? With signs showing the location of rooms in the hotel?	Guest rooms numbered			
		Functional & stylish			

		Good State of Repair /Maintenance			
6	Safe Deposit Is there provision for any form safe deposit, either in the rooms or centrally placed? Are guests informed?	Availability			
		Functional			
		Good State of Repair /Maintenance			
7	Wash Hand Basin Is there provision of appropriately located wash hand basin at the Kitchen entry for staff? Additional wash hand basins at every working section/department?	Availability & appropriately located			
		Functionality			
		Good State of Repair /Maintenance			
8	Wash rooms/Guest Cloak rooms Is there a provision of public wash rooms for general hotel guests?	Availability & segregated for male & female			
		Functionality			
		Good State of Repair /Maintenance			
9	Waste/Refuse Disposal Does the hotel have in place a system of waste collection, separation, storage and disposal?	Waste bins & storage area available			
		Waste separation done correctly			
		Inner lining & well Covered			
10	Sewage Disposal & Treatment Does the hotel have a system of sewage disposal and/or treatment? Is there a certificate from relevant authorities showing sewage is disposed and or treated appropriately where applicable?	Availability			
		Functionality			
		Certified if a septic tank in use			
11	Vermin Proofing Is the hotel regularly fumigated?	Conforms to the relevant laws			

	Does the hotel have a certificate as evidence of previous fumigation?	Certificates availability to evidence the service			
12	Water Supply Does the hotel have in place a system of water supply and storage?	Availability			
		Water sources certified for use			
		Reservour Adequate commensurate to capacity			
13	Communication System Does the hotel have appropriate system of internal and external communication?	Availability			
		Functionality			
		Good State of Repair /Maintenance			
14	Security Systems Does the hotel have in place a security policy or system? Are all doors, windows accessible from outside lockable & secure?	Security measures Availability			
		Security apparatus			
		Functionality			
15	Fire Safety Does the hotel have proper fire Safety, protection procedures, fire notification, detection & extinguishing devices?	Availability			
		Functionality			
		Good State of Repair /Maintenance			
16	Electrical Safety Does permanently installed electrical fixtures and fittings in all areas properly fitted, free from hazards, regularly inspected and certified?	Kenya Power and Lighting Company Certificate Availability			
		Compliant with regular inspection requirement			
17	First Aid Is there provision for first aid kits located in essential areas?	Availability in key areas			
		Content expiry			

	Are there trained staffs on first aid procedure?	dates valid			
		Staff capable of administering first aid			
18	Qualification/experience of Management staff Property managed by a professionally qualified person, certified by recognized institutions/authority?	Manager Qualified			
		Certified by a recognized tourism training institution			
		Competence			
19	Qualification/experience of Department Heads The hotel has suitably qualified & experienced staff supervising departments/section operations?	Key departments supervised by qualified person			
	For 50 rooms and above, departmental heads trained from recognized institutions?	Certified by a recognized tourism training institution			
		Competence			
20	Health/Medical Examination Does the hotel staff especially food handlers undergo routine medical examination?	Food handlers examined			
		Compliant with 6 months medical examination			
		Medical certificates available			
21	Facility Insurance Is the hotel comprehensively insured under public liability insurance policy?	Property properly insured			
		Copy of insurance contract available			

Part D: Declaration on the State of Preparedness for Comprehensive Classification Assessment based on the Preceding Self-evaluation on the Essential Items

Please fill the declaration 1 or 2 as applicable

1: I_____ on behalf of the establishment do hereby confirm that we have physically performed our own self-assessment of the hotel based on the Essential Items listed. We thereby certify that ALL the Essential Items are available and conform to the expected standards provided under the EAC Hotels and Restaurants Classification Criteria. The establishment is therefore ready for classification exercised by certified assessors under the Authority.

Name of the Person Responsible for the Self-assessment _____

Contacts : Mobile _____ Email: _____

Signature: _____ Date: _____

Official Stamp of the Establishment

Application for Tourist Service Vehicle Sticker (r.28(1)(5))

Form TE 3, Form TE 4, and Form TE 5

(To apply for the tourist vehicle/ vessel sticker, the Regulated Tourism Enterprise must be licenced under the Act to provide the relevant tourist service)

1. Applicant Details

   a. Name of the Regulated Tourist Enterprise .....

   b. Licence No. .....

   c. Registration of No of the Moror Vehicle/ Vessel .....

2. Declaration

I/we, hereby certify the information we have provided in this application is true and correct.

Name ..... Designation .....

Date: .....Signature .....

Form TE 6 (r. 31(2))

Tourism Enterprises Monthly Data Reporting (Class A)

1. Name of Tourism Enterprise.....

2. County .....

3. Occupancy Statistics for the month of .....year .....

No. of beds available	.....
Occupied by nationality	.....
Total Revenue earned (Kshs)	.....

4. International conferences that you have held during the previous month and the number of international delegates

No. of International conferences	.....
No. of International Delegates	.....

5. Number of local conferences that you have held during the previous month and the number of local delegates

No. of Local conferences	.....
No. of Local Delegates	.....

6. Number of employees in the following employment categories during the previous month:

Employment Type/category	Male	Female
Permanent		
Contract		
Casual/Seasonal		
Expatriates		
Total Number of employees		

To be submitted every 10th day after the end of the month.

....

Signature Date Official Stamp

THIRD SCHEDULE

CLASSIFICATION CRITERIA (r.8(4)) (r. 9(1)) (r. 12(1)(b))

SCORE FOR HOTELS

1. To qualify for One Star grading, a Hotel must score at least 20% of the overall total maximum scores in hotel criteria and a minimum of 40% in Guest Service Section.
2. To qualify for Two Star grading, a Hotel must score at least 39% of the overall total maximum scores in hotel criteria and score a minimum of 50% in Guest Service Section.
3. To qualify for Three Star grading, a Hotel must score at least 56% of the overall total maximum scores in hotel criteria and at least score a minimum of 60% in Guest Service Section
4. To qualify for Four Star grading, a Hotel must score at least 71% of the overall total maximum scores in hotel criteria and at least 65% in each section.
5. To qualify for Five Star grading, a Hotel must score at least 86% of the overall total maximum scores in hotel criteria and score a minimum of 80% in each section. Additionally, the Hotel must have a presidential suite, and shall be HACCP certified.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to hotels.

2. Product Descriptors

2.1 Hotel: A commercial establishment with at least 10 lettable rooms, located within urban, sub-urban areas and with a connection to a major road providing accommodation, food and beverage services of which majority of clientele are business or leisure travellers.

(a) Guest expectations

(i) A destination experience focused on business and leisure travellers;

(ii) A wide range of services focused on business and leisure travellers;

(iii) Spacious and safe environment; and

(iv) Availability of facilities for meetings.

(b) Definition of terms

For the purpose of this standard the following definitions shall apply:

1) Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers

2) African service – Local community customized style of service.

3) Amenities – Facilities in a guest room to ease the stay of guests.

4) Ansul system – It's a line of special hazard fire protection products designed to meet strict standards and tested under the scrutiny of independent labs and approval agencies all over the world.

5) A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

6) Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a hotel that is outside their natural habitats where they usually are established.

7) Beverage service area -

8) Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

9) Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

10) Conference room supplies - means amenities and supplies provided for guests attending conference meetings, they include potable water, stationery and conference equipment.

11) Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

12) Dais – means a raised platform at the front of a room or hall, usually for one or more speakers or honored guests.

13) Deep cleaning - means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

14) Deluxe suite – A suite that comprises an ensuite bedroom, a living/sitting area, a meeting room and a lounge.

15) Desludging – means the process of removing sediments by draining and cleaning a tank.

16) Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

17) English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

18) Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include; a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

19) Essential guest supplies – means amenities and supplies provided by the hotel for guests' needs and convenience. They include: safe drinking water, water glasses, coffee trays, Do Not Disturb sign, guest stationary, soap, toilet paper, hygienic kit, bed side rag, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

20) Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that are provided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

21) Essential Suite facilities, supplies and amenities - means the features and supplies in a suite that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

22) Executive Suite - A room that features a separate living-sitting area, a dining area and a lounge in addition to the bedroom.

23) Façade – means the front exterior part of the hotel that is observable by the guest from the entrance.

24) Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

25) Fittings/fixtures – items in a property that are attached to the building or to equipment

26) Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

27) French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

28) Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the hotel by using mechanical and electronic devices and reducing human intervention to a minimum.

29) Fully integrated – means to combine all the different automated functions under specific sections of the hotel together in order to work as one entity.

30) Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

31) Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

32) Joiners - means an unregistered guest/ outside guest who is temporary visiting a registered guest.

33) Junior suite - A room that features a separate living-sitting area (although not a separate room), in addition to the bedroom.

34) Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

35) Mixology – means the skill of mixing cocktails and other drinks.

36) Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

37) PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

38) Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

39) Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and quantifying food served to them.

40) Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

41) Persons with Disability means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers;

42) Pre-plated / American service – means a style of service where food is portioned and pre- plated in the kitchen and served by a waiter.

43) Presidential suite – A suite that is suitable to host a president or other head of state/VVIP with a separate boardroom, sitting room, ensuite bedrooms, bathrooms, fully equipped kitchenette for food preparation, security rooms with independent access door.

44) Public Washroom Amenities - Soap dispenser with soap, Disposable tissue, and/or electric hand drier, A hand wash basin with running hot and cold water, Toilet paper, Sanitary bin with liner and lid, Mother and child facilities and coat hangers/hooks

45) Right Temperatures –

(a) Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

(b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

(c) Cold foods; shall be held at temperatures below 5^{0}C.

46) Russian service – means a style of service where food is elaborately presented, well decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

47) Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

48) Semi-automated –means to combine a portion of the different automated functions under specific sections of the hotel together in order to work as one entity.

49) Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, ,

Instagram, etc.

50) Sommelier – means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

51) Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service.

52) Suitable –means something that is fit or appropriate for a particular purpose.

53) Suite - means an accommodation comprising of more than one room; occasionally a single large room with clearly defined sleeping, sitting, dining and kitchen area.

54) Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

55) Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

56) Vanity kit – It contains cotton pads, cotton swabs, nail file, thread, needle, button and a safety pin.

57) Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

58) Waste water treatment system– It's a system made up of several individual technologies that address specific wastewater treatment needs

Acronyms

1. BSA – Beverage Service Area
2. CSR- Corporate Social Responsibility
3. CPR - Cardiopulmonary resuscitation
4. FIFO – first in first out
5. HACCP – Hazard Analysis and Critical Control Point
6. LAN – Local Area Network
7. MOAs - Memorandum of Agreements
8. PPE –Personal Protection Equipment
9. PWD – Persons with Disabilities
10. SOP – Standards Operating Procedures
11. UN – United Nations
12. WAN – Wide Area Network
13. WHO – World Health Organization

3. Requirements The following shall be the requirements for a hotel:					
SECTION–ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
1.0 PHYSICAL QUALITY ASPECTS					
1.1 LOCATION ACCESS					
1.1.1 Location	The location shall be suitable for a hotel and easily accessible and with clear and visible locational signage. In addition, shall be safe, comfortable and offers tranquility.	Same as for 1 star but with appropriate signage.	Same as for 2 star, but shall have an online presence to enhance accessibility.	Same as for 3 Star but with an exclusive appeal to high end clientele and located within an urban/sub- urban area with a connection to a major road/highway and proximity to several amenities.	Same as for 4 Star but have customised means of access.
	40	80	120	160	200
1.1.2 Site Suitability	The site of the establishment shall be suitable for a hotel.	Same as for 1 Star. But with additional efforts to enhance the aesthetics of the site.	Same as for 2 Star but with an impressive site offering greater vantage in terms of scenery and greening of the environment	Same as for 3 Star. The locality including the outlook should be suitable for a hotel of internationally recognizable standards.	Same as for 4 Star but with evidence of innovative ways to improve on the aesthetics of the site
	20	40	60	80	100
1.1.3 Entrance & Exits	There shall be separate and independent access for the hotel guests, staff and for deliveries. In addition, shall have a design and layout that minimize security risk and aids proper access control. Shall providehand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.	Same as for 1 Star but with clear and protected pathways.	Same as for 2 Star but artistically designed and having an aesthetic appeal.	Same as for 3 Star but shall be in line with the facility theme. Additionally, a distinction of vehicular and pedestrian entrances shall be in place.	Same as for 4 Star but with exclusive entrance and exit to enhance privacy.
	40	80	120	160	200
1.2 BUILDING ARCHITECTURAL FEATURES					

1.2.1 Design and Layout	In conformity with the Building Code and other existing building country regulations, modest in style and beauty, structurally sound, allowing efficient flow of operation and services and in harmony with the physical built up, natural, social and Cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but its finish shall be of a higher quality in design and décor. In addition, the building shall be autonomous.	Same as for 3 Star but the façade shall be of high appeal.	Same as for 4 Star but shall have a design theme with elegant, unique and distinctive features.
	40	80	120	160	200
1.2.2 Entrance Canopy	There shall be a form of canopy at the entrance of the building. (either built-in or an extension of a slab or roof to serve as a canopy)	Same as for 1 Star but shall have separate sidewalks for walk in/out clients.	The canopy shall be part of the building structure and capable of providing cover for at least one vehicle at a time.	Same as for 3 Star but can accommodate at least 2 vehicles at the same time. It shall also be well designed and proportional to the building.	Same as for 4 Star but shall be very elaborate, match the design theme of the hotel and be of a high quality and prominent.
	25	50	75	100	125
1.2.3 Provision for Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip-textured / roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The lifts horizontal	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background. In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas. There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	Same as for 4 Star. But shall have at least four specially designed rooms for PWD's. In addition, lift shall have flashing lights linked to alarms and emergency buttons.

	handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms.				
1.2.4 Efficient flowof Services	The building shall be well designed to enable efficient use of space and flow of service delivery.	Same as for 1 star but with connected service points.	Same as for 2 star but with emphasis on aesthetics and functionality.	Same as for 3 star but with efficient connectivity to ensure optimum utilization of spaces.	Same as for 4 star but in addition shall embrace international best practice.

1.2.5 Lighting, Ventilation & Temperature Control	The facility shall have provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco- friendly.	Same as for 1 Star. But with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and temperature control.	Same as for 3 Star with excellent quality fixtures and fittings and tasteful to provide a pleasant ambiance.	Same as for 4 Star. But with exceptional quality fixtures and fittings.
	25	50	75	100	125
1.2.6 Floors, Walls & Ceilings	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards.	Same as for 1 star but with good quality fittings, workmanship and finish.	Same as for 2 star but with very good quality materials and finish.	Same as for 3 star but with excellent quality materials and finish.	Same as for 4 star but with exceptional quality materials and finish.
	20	40	60	80	100
1.2.7 General Stores	Shall make provision for adequate general storage facilities with separation of different types of merchandise /goods, well ventilated and maintained.	Same as for One Star but with prop designation/labelli g and shelving	Same as for two Star, but better organized, in terms of goods segregation, layout.	Same as for Three Stars but enhanc separation in ter of $_{m}$ rooms with hig quality shelving.	Same as for four Star but with material control system.
	20	40	60	80	100
1.3 PUBLIC AREAS					
1.3.1 Lobby, Lounge	Shall be as per building code and the minimum size shall not be less than 0.5	Same as for 1 star but the minimum size	Same as for 2 Star but with a minimum size of not less than	Same as for 3 star but with a minimum size of	Same as for 4 Star but with a minimum size of not
Public Areas Size	sq. m. per guest bed.	shall not be less than 1 sq. m. per guest bed.	1.5 sq. m. per guest bed.	not less than 2 sq. m. per guest bed.	less than 2.5 sq. m. per guest bed.
	5	10	15	20	25
1.3.2 Lobby/ Lounge facilities	There shall be provision for a lobby/lounge with seating area proportionate to the capacity of the establishment. Adequate and appropriate furniture shall be	Same as for 1 Star but with furnishings and fittings of good quality.	Same as for 2 Star but with a distinct lobby and lounge with appropriate décor.	Same as for 3 Star but with furniture, fittings and décor in harmony with the theme of the facility.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of luxury and ambiance.

	provided. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.				
	35	70	105	140	175
1.3.3 Corridors, staircases, hallways and walkways	Shall allow easy and safe passage, be well lit, finished with non –slip materials, well maintained and in-line with the Building Code. Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be protected from weather. Elements. Shall have accessible well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed.	Same as for 1 Star but shall have appropriate decor.	Same as for 2 Star but finished to good quality incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.
	35	70	105	140	175
1.3.4 Provision for Parking	Provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well-marked	Same as for 1 star but with provision for parking tags/passes and defined parking routes for vehicles.	Same as for 2 star but with adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star but with provision for valet parking.

	demarcations.				
	35	70	105	140	175
1.3.5 Public Washrooms	Good impervious non-slip material shall be used for floors and walls. Wall covering materials that are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times with adequate amenities. Shall have hooks and hangers at the back of the door. Provision for persons with disability shall be made. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star but the materials used shall be of good quality.	Same as for 2 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but the materials used shall be of excellent quality.	Same as for 4 Star but in addition a well equipped powder space shall be provided.
	35	70	105	140	175
1.3.6 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than 1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear	Same as 1 star but the fittings shall be of very good quality	Same as 2 star but the fittings shall be of high quality	Same as 3star but the fittings shall be of excellent quality	Same as 4 star but the fittings shall be of exceptional quality. In addition, the basin shall be adjacent to the toilet and located no more than 300mm from the toilet seat to enable the user to wash hands while seated.

	transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet-paper holder shall be easily accessible for use while seated.				
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery.	Same as for 1 Star but with deliberate effort to plant additional indigenous species that are in harmony with the surrounding environment and correspond to the climatic conditions.	Same as for 2 Star but providing directional and environmental awareness signage. There shall be deliberate effort to identify and label plants with their native/ local/ botanical names.	Same as for 3 Star but landscaping shall be elaborate, of high quality and well maintained with aesthetic appeal.	Same as for 4 Star but shall have open grounds. In addition, there shall be utility information of the plants.
	35	70	105	140	175
2.3 Acoustics/ Noise Management	Permissible sound management features shall be in place for comfort and privacy of guests and neighborhood. In addition, informative signage shall be put in place.	Same as for 1 Star but deliberate effort to contain noise from generating points /noise sensitive areas of the facility.	Same as for 2 star but with deliberate regulation of background noise.	Same as for 3 star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings towards natural sounds.
	30	60	90	120	150

2.4 Environmental Policy, Plan and Programs	The facility shall comply with environmental policies, regulations and plans. In addition, shall have annual environmental control audits in place and in the case of new facilities, an Environmental Impact Assessment shall be in place	Same as for 1 Star but with an environmental policy and implementation plan in place.	Same as for 2 Star but with evidence of sensitization of staff & guests and cascading to departmental level and with clear budgetary plans. In addition, the facility shall have a disaster management plan in place.	Same as for 3 Star but with evidence of implementation and communication.	Same as for 4 Star but with evidence of Environmental Management systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation. Shall have evidence of monitoring and evaluation.
	40	80	120	160	200
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately. Solid waste shall be stored in a temperature regulated area.	Same as for 1 Star but in addition effective separation at source and clear labelling of waste bins throughout the facility.	Same as for 2 Star, but shall have effective solid waste management plan, put in place measures to ensure there is, reduction, re-use and recycle (A3R).	Same as for 3 Star, but shall monitor and record all types of waste and has plans with the goal to minimize wastage.	Same as for 4 Star, but shall have an integrated solid waste management system
	40	80	120	160	200
2.6 Effluent discharge / Waste Water Management	The hotel shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it	Same as for 1 Star,	Same as for 2 Star, but shall have evidence of regular desludging.	Same as for 3Star,	Same as for 4 Star, but shall have waste water management system that promotes innovative measures to

	prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records. Shall have measures for re-use of treated waste water. Waste water management shall be handled by a competent technical staff.				reduce, recycle and re- use waste water.
	40	80	120	160	200
2.7 Water conservation & Management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report	Same as for 1 Star but in addition shall have estimated water usage records at different sections of operations. Deliberate sensitization and promotion on water conservation to staff and guests. Shall ensure adequate storage capacity to last at least 4 days in case of water supply breakdown.	Same as for 2 Star but with evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 star but demonstrate evidence of water monitoring at the main distribution point and at all points of use. Direct involvement in water conservation programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 star but in addition embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.

2.8 Energy Conservation	Shall have in place an energy conservation policy. Efficient and cost effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy as appropriate	Same as for 1 star but in addition shall install energy conservation devices.	Same as for 2 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience. In addition, shall have regular energy audits and records kept.	Same as for 3 star But in addition, have an energy plan with implementation matrix and have an energy committee in place. The hotel shall also undertake energy audits at least once in three years.	Same as for 4 star but in addition evidence of appropriate energy saving appliances.
	40	80	120	160	200
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 1 star but with evidence of host community preference.	Same as for 2 Star but shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 star but have quality assurance measures in place.	Same as for 4 star but shall embrace use information technology in supporting decision making in supplies at various levels.
	25	50	75	100	125
2.10 Corporate Social Responsibility (CSR)	Shall have at least one community empowerment initiative annually. Be in good relations with the neighborhood national security agencies and other key emergency responders.	Shall have clear community empowerment programs and budget linking the guests, staff and the host community.	Same as for 2 star but with a CSR policy, implementation plan and communication strategy in place.	Same as for 3 star but with evidence of implementation. In addition, demonstrated MOAs and agreement	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs
	35	70	105	140	175
3.0 GUEST FACILITIES AND SERVICES					
3.1 FRONT OFFICE SERVICES					
3.1.1 Reception Service Area	There shall be a designated reception area to receive and handle guests. There shall be personnel on call for at least 18 hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of	Same as for 1 star but with additional provision for porterage services. Shall have digital communication/ automation Shall have a guest relations desk Shall have information	Same as for 2 star but reception area shall be manned for 24 hours a day. In addition, shall have designated guest relations service desk.	Same as for 3 star	Same as for 4 star but the services shall be highly specialized.

	movement and service in accordance with existing national regulations. Shall have a clear view of the hotel entrance and guest rooms All guests and joiners check in shall be done using original identification documents Shall promote digital communication/ automation of processes to minimize touch points such as check in/out and paperless transactions (where possible). Implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, clear, accurate and consistent. Health and Safety briefings shall be provided to all guests in line with the facilities SOPs for arrival/ check in or boarding of vehicles. There shall be provision of notices and any other sensitization information at strategic locations. A designated section with safe deposit facility available for guests covered by CCTV and with proper records.				
	75	150	225	300	375
3.1.2 Reservation	There shall be a clear reservation and cancellation policy. There shall	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network	Same as for 3 star but with some form of integration.	Same as for 4 star but with Wide Area Network (WAN)

	be measures to capture guest details manually or online.		(LAN).		(where applicable) and in addition shall be fully integrated.
	20	40	60	80	100
3.1.3 Luggage, lost and found service	There shall be a clear procedure for handling lost & found items and a designated safe storage facility.	Same as for 1 star but in addition shall have a policy in place.	Same as for 2 star but there shall be evidence of an inventory of the lost & found items and a collection list	Same as for 3 star but with the appropriate personnel handling lost & found items.	Same as for 4 star but with a management report.
	20	40	60	80	100
3.1.4 Concierge and Luggage Handling services	There shall be provision for guest assistance service.	Same as for 1 Star but in addition there shall be provision for appropriate equipment for luggage handling.	Same as for 2 star, but with designated personnel.	Same as for 3 Star, but the personnel shall be appropriately uniformed and knowledgeable in customer care.	Same as for 4 Star but with 18 hours' porterage services and assistance with luggage available
	20	40	60	80	100
3.1.5 Billing and Modes of payment	There shall be provision for acceptable billing and modes of payment. In addition, there shall be provision for cashless payment methods (mobile money payment and a Payment card reading process Data Quickly (PDQ) machine)?	Same as for 1 Star but there shall be provision for undertaking transactions in at least 1 international currency	Same as for 2 star but there shall be provision for undertaking transactions in at least 2 international currencies In addition, there shall be provision for foreign exchange services for at least one international currreny.	Same as for 3 star but there shall be provision for undertaking transactions in at least 3 international currencies' In addition,there shall be provision for foreign exchange services for at least two international currrencies.	Same as for 4 star but there shall be provision for undertaking transactions in at least 4 international currencies. In addition,there shall be provision for foreign exchange services for at least three international currrencies.
	20	40	60	80	100

3.1.6 Communication and internet Services	Appropriate communication channels shall be available. Timely and accurate information shall be provided to guests. Shall have a communication system connected to all areas of the facility and an emergency notification system. In addition, a telephone exchange facility and guestroom telephones provided. *Wi-fi* shall be provided in all public areas and guestrooms.	Same as for 1 star but with high-speed reliable *Wi-fi* available in all areas.	Same as for 2 star but with a functional business centre	Same as for 3 star but with a fully equipped business centre with adequate secretarial services as required by guests	Same as for 4 star But with a dedicated business centre for conferencing and in addition, have satellite link and video conferencing facility.
	25	50	75	100	125
3.2 GUESTROOMS					
3.2.1 Guest Rooms size	Shall be as per building code and minimum size of guest room shall be 10 sq. m.	Same as for 1 Star but minimum size to be 12 sq. m.	Same as for 2 Star but minimum size to be 15 sq. m.	Same as for 3 Star but minimum size to be 20 sq. m.	Same as for 4 Star but minimum size to be 25 sq. m.
	5	10	15	20	25
3.2.2 Guestroom cleaning	Guestrooms shall be cleaned daily and disinfected after every check out and shall be odorless. A ratio of 1:12 personnel to guest rooms shall be assigned for cleaning or as deemed applicable for the specific facility. Staff shall be properly equipped with appropriate cleaning equipment and PPEs and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating Procedures (SOP's) in place. Consideration shall be given to	Same as for 1 star	Same as for 2 star	Same as for 3 star	Same as for 4 star But the specialized cleaning equipment and supplies shall be of exceptional quality.

	increasing the time between check-out and check-in to ensure housekeeping have sufficient time for thorough deep cleaning of rooms and shall provide evidence of deep cleaning done at intervals Hand gloves shall be cleaned and disinfected between rooms. Where applicable, air conditioning and ventilation system shall be cleaned weekly.				
	Turn down services shall be provided. The guestroom attendants shall be well trained and there shall be documented evidence of daily cleaning. The facility shall have specialized cleaning equipment and environmentally friendly detgents				
	45	90	135	180	225
3.2.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190cm (5x6ft) for single bed, 190cm X 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length
3.2.4 Bedding Requirements & Quality	Bedding shall be white and of good quality cotton or linen fabric with a thread count of 150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet with at least	Same as for 1 Star but shall be of high quality and have a thread count of 180 gsm	Same as for 2 Star but shall have provision for a stock sheet and have a thread count of 200 gsm.	Same as for 3 Star but shall be of much higher quality and have a thread count of 250 gsm.	Same as for 4 Star but shall be of superior quality and with a higher degree of luxury and have a thread count of 300 gsm.

	two pillows, mechanism for mosquito control where necessary, and appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests. Shall have provision for a stock sheet.				
	30	60	90	120	150
3.2.5 Guestroom Décor	Shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the facility's theme.	Same as for 3 Star but shall be superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.
	15	30	45	60	75
3.2.6 Window coverings	Sheers and opaque curtains at a ratio of 1:2 ½ (window–curtain ratio) with a maximum allowance of 5 cms above the floor in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape and width be of very good quality.	Same as for 3 Star but of superior and excellent quality and condition. The windows shall be double glassed with safe laminated glass	Same as for 4 Star but of exceptional quality providing full blackout.
	20	40	60	80	100
3.2.7 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.2.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the door entrance.	Same as for 1 star but shall be portable or other light fixtures suitable for a study table shall be provided.	Same as for 2 Star but with additional quality light fixtures over the dressing table mirror.	Same as for 3 star but with a master switch and bedside lights with switches conveniently located within reach of the guests and with aesthetic features.	Same as for 4 star. Light fittings and fixtures shall be of exceptional quality

	International multi-power point/plug adaptor shall be made available on request.				
	40	80	120	160	200
3.2.9 Guest room Temperature Control	All guestrooms shall have natural and/or artificial adequate ventilation in the room. Heating and cooling system that are eco-friendly and that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Same as for 1 star. Heating and cooling system shall be of good quality	Same as for 2 star but shall be of very good quality and include an efficient mechanical extraction system	Same as for 3 star. Heating and cooling system shall be of excellent quality.	Same as for 4 star. Heating and cooling system shall be of exceptional quality.
	25	50	75	100	125
3.2.10 Furniture and Fittings	All rooms shall have a bed, bedside table fitted with a socket and at least one chair which shall be of good quality and condition. All rooms shall have lamp shades, at least a twin functional sockets and a computer data point. Mattress shall not be less than 15 cms thick with two matching pillows.	Same as for 1 star with a study table and a suitable chair.	Same as for 2 star but shall have at least two chairs. The furniture and fittings shall be of very good quality. The rooms shall have at least one couch provided.	Same as for 3 star but all rooms shall have bed(s), Bedside table(s) and couches of excellent quality and appropriate to the number of guests per room. Lighting and a multi-power plug or point shall be provided.	Same as for 4 star but with a higher degree of luxury.
	35	70	105	140	175
3.2.11 Wardrobe & Luggage Storage	There shall be provision for adequate in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	Same as for 1 star but with provision for a minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets	Same as for 2 star but with an additional luggage stand per room.	Same as for 3 star but excellent level of drawer or shelf and provision for male and female hangers.	Same as for 4 star but of superior quality
	25	50	75	100	125
3.2.12 Guest information services	Literature covering services & recreation activities, internal telephone	Same as for 1 star. But the quality of the materials used shall be good.	Same as for 1 star but information shall be in any other UN	Same as for 3 star but with comprehensive guest information directory.	Same as for 4 star but the comprehensive guest information

	directory, telephone tariffs, menus, documented emergency and fire exit procedures (plan mounted at the back of every guest room door) among others, shall be provided. Special notices regarding the facility lien and liabilities shall be well displayed. All information shall be provided in Kiswahili /English/ French. Guest health, safety and hygiene information shall be prompt, clear, accurate and consistent.		recognized language. Guest information shall be digitally available on the TV screen.		directory shall be multi- lingual and of visually enhanced material.
	35	70	105	140	175
3.2.13 Guestroom Designation	Guestrooms shall be numbered, lettered or otherwise designated with clear signage.	Same as for 1 Star but of good quality.	Same as for 2 Star but in very good quality fittings.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with exceptional finishes.
	15	30	45	60	75
3.2.14 Guest room supplies	Essential guest supplies shall be provided for guest comfort. In addition, shall provide hygiene kit to guests as part of in-room amenity during their stay. There shall be a safe deposit	Same as for 1 star but all items shall be of good quality.	Same as for 2 star but shall be of very good quality.	Same as for 3 star but shall be professionally branded with emphasis on environmental sustainability and of excellent quality.	Same as for 4 star but with additional guest room supplies. The items shall be of exceptional quality.
	15	30	45	60	75
3.2.15 Guest Rooms Communication services	Bedroom means of communications shall have extensions connected to all parts of the facility and to the main telephone exchange. Telephones, where provided, shall have instructions on how to use any additional services such as telephone	Same as for 1 Star But in addition, high speed *wi-fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial.	Same as for 3 Star. But shall have texting concierge servic e giving guests the option to text their questions and room service requests.	Same as for 4 Star but with a Single cordless phone or minimum of two direct dial telephones if fixed– one at the bedside and one on the desk /writing table. In addition, shall make provision for tablets which are interactive in-

	message service, and room-to-room calls. In addition, telephone shall have an emergency call button or speed dial number		Computer data points/hot spots		room device allowing the guest to communicate with the hotel, make purchases, order room service report problems and control their room.
	20	40	60	80	100
3.3 GUEST BATHROOMS					
3.3.1 Guest Bathrooms size	Bathroom/WC of not less than 3.5 sq. m.	Bathroom/WC of not less than 4sq. m.	Bathroom/WC of not less than 5 sq. m.	Bathroom/WC of not less than 6sq. m.	Bathroom/WC of not less than 8sq. m.
	5	10	15	20	25
3.3.2 Towels and Bathrobes	All towels and bathrobes shall be white, adequate, of good quality material in good condition, with towel thread count of 350 gsm and changed daily or on guest request. Bath mat of modest material shall be provided.	Same as for 1 Star but with towel thread count of 400 gsm.	Same as for 2 Star but with towel thread count of 450 gsm. and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe.	Same as for 3 star but with towel thread count of 550 gsm, the bath towel shall not be of less than 100cm x 150cm and shall be of higher quality material.	Same as for 4 Star but with towel thread count of 600 gsm and shall be of much higher quality.
	25	50	75	100	125
3.3.3 Bathrooms Amenities and fittings	All bath rooms shall be en- suite to each guestroom, equipped with essential bathroom amenities. Arabic shower and/or bidet shall be provided. In addition, shall have a vanity kit.	Same as for 1 star but fitted with a large mirror and have shower cubicle/ bathtub with a mixer.	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed.	Same as for 3 Star but all equipment shall be of high quality.	Same as for 4 star but of a higher quality and in addition shall have a Jacuzzi.
	40	80	120	160	200
3.4.1 Suites size	Not essential	Not essential	Junior Suite shall have a minimum size of 40 SQM	Executive Suite shall have a minimum size of 70 SQM	Presidential Suite shall have a minimum size of 175 SQM
			15	20	25
3.4.2 Suite Layout	Not essential	Not essential	Shall comprise at least three separate (3)	Same as for 3 Star but in addition, shall have a	Same as for 4 Star but shall be suitable to host a

			rooms designated as bedroom, living room and a kitchenette with equipment to facilitate partial preparation of meals. In addition, there shall be a separate bathroom for guests.	dining area and a lounge.	president or other head of state/VVIP with separate boardroom, sitting dining area, fully equipped kitchenette
Layout			kitchenette with equipment to facilitate partial preparation of meals. In addition, there shall be a separate bathroom for guests.		for food preparation, security rooms with independent access door. There shall be a provision for at least one additional ensuite bedroom.
			75	100	125
3.4.3 Lighting and Ventilation	Not essential	Not essential	The suite shall have adequate natural and/or artificial lighting and ventilation. Temperature control devices shall be provided. Light switch of good quality shall be located at the entrance door and by the bedside. In addition, there shall be bedside lamps provided; 2 at the bedside per sleeping position of each guest and 1 at the reading table. The suite shall have sufficient illumination and emergency lighting provided. Depending on geographical	Same as for 3 Star but with similar provisions in each room and of high quality.	Same as for 4 Star but with additional provision for safety lights.

			location of the facility, a heating and cooling system that can individually be controlled by the guests shall be provided.		
			120	160	200
3.4.4 Facilities, Supplies and Amenities	Not essential	Not essential	There shall be provision for essential suite facilities, supplies and amenities.	Same as for 3 Star but room service shall be provided on 24hour basis	Same as for 4 Star. In addition, all the utensils, tools and accessories should be of very high quality.
			45	60	75
3.4.5 Furniture and fittings	Not essential	Not essential	A quality bedside table and a quality couch shall be provided. In addition, there shall be waste bin with lining, a mattress (at least 15 cm thick), a television, computer data points, several power points and a telephone. A reading/dressing table with 2 seats and a full-length mirror, a coffee table, ironing board, iron box, snacks and a well- stocked minibar.	Same as for 3 Star but with enhanced quality furniture and fittings.	Same as for 4 Star but with excellent quality furniture and fittings.
			75	100	125
3.4.6 Furnishing and Linen	Not essential	Not essential	Bedding shall be white and of good quality cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds shall have	Same as for 3 Star but shall be of excellent quality materials and fittings.	Same as for 4 Star but materials and fittings shall be of exceptional quality and luxurious.

			under blankets, two bed sheets and top blanket or duvet with appropriate pillows. Mechanism for mosquito control where necessary Appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests.		
			120	160	200
3.4.7 Communication service	Not essential	Not essential	There shall be an electric bell, internal and external communication and high-speed internet connectivity through wi- fi or hotspots	Same as for 3 Star but with telephone extensions provided in all rooms of the Suite.	Same as for 4 Star but shall have excellent in-room communication technology with best available connectivity and good support to resolve any problems.
			30	40	50
3.4.8 Information in Suites	Not essential	Not essential	The suite shall have well designed, comprehensive and professionally branded information pack and/ or electronic hotel information services. In addition, provision shall be made for multi-lingual and visually enhanced material with copies in braille availed.	Same as for 3 Star but in addition information on the destination's attractions advertised electronically.	Same as 4 Star but shall have highly customized information services.
			90	120	150
3.4.9 Suite Bathroom size	Not essential	Not essential	Shall be not less than 10 sq. m.	Same as for 3 Star but shall be spacious enough to accommodate a	Same as for 4 Star but the size shall be at least 12 sq. m.

				separate bath tub and shower cabin.	
			30	40	50
3.4.10 Bathroom supplies in Suites	Not essential	Not essential	There shall be provision for essential suite facilities, supplies and amenities. In addition, supplies shall be professionally packaged and branded. A hygiene and a vanity kit shall be provided.	Same as for 3 Star but of excellent quality	Same as for 4 Star but shall be of luxurious and exceptional quality.
			60	80	100
3.4.11 Bathroom Fittings and Equipment	Not essential	Not essential	There shall be provision for essential suite bathroom fittings and equipment of very good quality.	Same as for 3 Star shall be of excellent quality.	Same as for 4 Star but with palatial proportions and exceptional quality.
			30	40	50
3.11.12 Towels and Bathrobes	Not essential	Not essential	For each bathroom, a minimum of two sets of superior quality white cotton towels comprised of bath, hand and face towels shall be provided and changed daily or at the convenience of the guests. Bath towel shall be at least 80cm by 150 cm. The towel thread count shall be of not less than 600 grams per square metre (gsm). In addition, bath robes, bathroom rug, non-slip rug shall be provided	Same as for 3 Star but shall be of exceptional size and quality and towel thread count of not less than 700gsm.	Same as for 4 Star but shall have a bath sheet of luxurious quality and towel thread count of not less than 750gsm.
3.5 KITCHEN					

3.5.1 Kitchen Size	Area including food stores and pantry shall be in proportion to the capacity of the facility, but the minimum size shall not be less than 0.5 sq. m. per guest bed.	Same as for 1 Star but the minimum size shall not be less than 0.6 sq. m	Same as for 2 Star but the minimum size shall not be less than 0.65 sq. m. per guest bed.	Same as for 3 Star but the minimum size shall not be less than 0.75 sq. m. per guest bed.	Same as for 4 Star but in addition shall have at least one specialty kitchen.
	10	20	30	40	50
3.5.2 Flow of food service	The kitchen shall be conveniently located in relation to the restaurant /dining area to facilitate service efficiency and one way flow of food service. There shall be two independent access ways to facilitate one-way movement between the kitchen and the restaurant/ dining room. If the kitchen is on another floor, there shall be separate food lifts to convey food to the restaurant/dining room	Same as for 1 Star.	Same as for 2 star but with added provision for enhancement of service efficiency.	Same as for 3 Star but with a highly efficient and convenient method of conveying food.	Same as for 4 Star but with enhanced mechanisms for transmitting guest order information.
	10	20	30	40	50
3.5.3 Organization of the Kitchen	There shall be provision for visible segregation and labelling in terms of work stations/ work tops.	Same as for 1 Star but with different and appropriate working areas.	Same as for 2 Star but with partitioning and sections that are clearly labelled.	Same as for 3 Star but shall be highly organized and fully departmentalized.	Same as for 4 Star.
	15	30	45	60	75
3.5.4 Kitchen worktops and equipment	Work tops shall be adequate, of non-rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be	Same as for 1 Star but with appropriate equipment for each section which shall be handled hygienically. In addition, shall be of good quality.	Same as for 2 Star, but surfaces made of stainless steel. In addition, kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/ washed separately on deep and high temperature	Same as for 3 Star, but of excellent quality material. Infra-Red thermometers shall be used.	Same as for 4 Star but of exceptional quality.

	adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored. Chopping boards shall be colour coded and knives for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use.		wash cycle. In addition, shall be of very good quality.		
	55	110	165	220	275
3.5.5 Hand wash Basin	There shall be provision for hygienically operated hand wash basins that are adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non- perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star. But with good quality fittings and accessories provided	Same as for 2 Star. But with very good quality fittings	Same as for 3 Star but located at convenient sections of food preparation areas with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.

	15	30	45	60	75
3.5.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated	Same as for 1 Star but the light fittings shall be of better quality.	Same as for 2 Star but light fittings shall be of very good quality and functional.	Same as for 3 Star but the fittings shall be of excellent quality.	Same as for 4 Star but with emphasis on renewable energy.
	25	50	75	100	125
3.5.7 Regulation of temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept.	Same as 1 Star but with mechanisms to regulate temperature in different sections of the Kitchen.	Same as for 2 Star. But the fittings shall be of very good quality.	Same as for 3 Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen	Same as for 4 Star but the fittings shall be of exceptional quality.
	20	40	60	80	100
3.5.8 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap with clear inspection points. All drains shall be maintained in good working condition at all times. In addition, there shall be water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.	Same as for 1 Star but the grease trap mechanism used shall be environmentally friendly	Same as for 2 Star but with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.	Same as for 3 Star.	Same as for 4 Star but the grease trap in use shall be of up to date technology.
	30	60	90	120	150
3.5.9 Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non-slip impervious materials and	Same as for 1 star but shall be of good quality materials and finish	Same as for 2 star but of very good quality materials and finish	Same as for 3 star but shall be of excellent quality.	Same as for 4 star but more luxurious and of exceptional quality.

	conducive to easy cleaning with slight slope for proper water flow into drainage to avoid flooding of floors. The floor and wall junctions shall be coved.				
	20	40	60	80	100
3.6 FOOD SAFETY & HYGIENE					
3.6.1 Food Hygiene Policy & Procedure	The facility shall comply with existing food safety and hygiene regulations and tandards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training.	Same as for 1 Star but in addition shall document and implement procedures related to various functions related to food safety and hygiene.	Same as for 2 star but shall also have an internationally recognized certification in food safety and hygiene	Same as for 3 star but shall provide evidence of regular monitoring and evaluation of implementation and progress.	Same as for 4 star but shall also be HACCAP Certified
	35	70	105	140	175

3.6.2 Food Safety and Quality	Food shall be prepared as per the recipes, well presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination.Food items shall be labelled and ingredients indicated.	Same as for 1 star. But food shall be properly packaged and sealed.	Same as for 2 star but the ingredients used shall ensure quality meals and presentation. Consideration given to providing healthy eating options. Additionally, food traceability shall be evidenced.	Same as for 3 star but enhanced culinary skills in preparation and presentation.	Same as for 4 star but in addition innovation shall be demonstrated in the food preparation and service.
	20	40	60	80	100
3.6.3 Food equipment	Shall have appropriate equipment for different types of food preparation areas.	Same as for 1 star but the equipment shall be of good quality and easy to clean.	Same as for 2 star but with wider variety of equipment.	Same as for 3 star but with highly specialized equipment.	Same as for 4 star but of exceptional quality.
	20	40	60	80	100
3.6.4 Food Supplies	Shall have provision for designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies Procedures shall be in place with a record of supplied items. Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular	Same as 1 star but with a supplies policy and plan in place. In addition, have evidence of an inventory of the suppliers and supplied items.	Same as 2 star but with an automated system and qualified personnel in place to Update and manage stores.	Same as 3 star but with an integrated supplies system.	Same as 4 star but with evidence of local community empowerment through suppliers preferred.

	intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non-food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to facilitate hygienic receipt of food items. Food shall be received in an area close to storage for ease in movement and to avoid contamination. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, bio degradable and food grade packing material.				
	70	140	210	280	350
3.6.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be	Same as 1 star but in addition all food shall be kept in the right temperature and proper records of the same be kept.	Same as 2 star but in addition shall have interlinked stores management system.	Same as 3 star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 star but in addition conveyer method for ready food shall be provided.

	stored in a clean and well-maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. In addition, FIFO concept in stock rotation shall apply.				
	60	120	180	240	300
3.7 RESTAURANTS					
3.7.1 Restaurant capacity	Total seating capacity shall be at least 30% of the bed capacity.	Total seating capacity shall be at least 40% of the bed capacity.	Total seating capacity shall be at least 50% of the bed capacity.	Total seating capacity shall be at least 80% of the bed capacity.	Total seating capacity shall be at least 90% of the bed capacity.
	5	10	15	20	25
3.7.2 Features and Facilities	There shall be provision for at least one restaurant, open to residents and nonresidents, for breakfast lunch and dinner seven days a week. Shall be well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of	Same as for 1 star but with emphasis on efficient flow of services.	Same as for 2 Star but with at least two (2) restaurants and a coffee shop.	Same as for 3 Star but with at least one (1) specialty restaurant.	Same as for 4 Star but with fine dining and an elaborate a la carte services and menu.

	guest. Shall have a designated smoking room/area in accordance with local regulations.				
	30	60	90	120	150
3.7.3 Furniture, Equipment and Accessories	There shall be provision for adequate, functional, comfortable, clean, appropriate furniture and take into consideration the needs of Children and Persons with disabilities.	Same as for 1 Star but all shall be of good quality.	Same as for 2 Star but all shall be of very good quality and in harmony with the hotel's theme.	Same as for 3 Star but shall be luxurious, elegant and of excellent quality.	Same as for 4 Star but shall be distinctively luxurious, elegant and of exceptional quality.
	20	40	60	80	100
3.7.4 Interior Décor	Shall be modest, functional, with harmony of colours.	Same as for 1 Star but shall be stylish and of good quality finish.	Same as for 2 Star but of wider range, very good quality and comfort.	Same as for 3 Star but shall be more comfortable, of excellent quality and condition	Same as for 4 Star but shall be of superior sophistication and exceptional quality.
	15	30	45	60	75
3.7.5 Floor, Walls and Ceilings	Finishing materials and fittings used shall be appropriate, easy to clean and well maintained.	Same as for 1 Star but with attention to detail, aesthetics and shall be of good quality.	Same as for 2 Star but of very good quality materials and workmanship.	Same as for 3 Star but shall be of excellent quality.	Same as 4 Star but shall be of exceptional quality, design and finish.
	15	30	45	60	75
3.7.6 Lighting	There shall be adequate, natural and/or Functional artificial lighting to enhance illumination. Light fittings shall be properly insulated.	Same as for 1 Star but the light fittings shall be of good quality.	Same as for 2 Star but shall be tasteful and provide a pleasant ambience and of very good quality.	Same as for 3 Star but with excellent quality of fittings and finish	Same as for 4 Star but shall be dimmable with pleasant lighting effects. The fittings shall be of exceptional quality.
	15	30	45	60	75
3.7.7 Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star but fitting and fixtures shall be of good quality.	Same as for 2 Star but with very good quality fixtures and fittings.	Same as for 3 Star but with excellent quality fixtures and fittings.	Same as for 4 Star but with exceptional quality fixtures, fittings and unique design.
	10	20	30	40	50
3.7.8 Service Stations	Shall be well appointed and the number proportional to seating capacity of the	Same as for 1 Star but of appropriate design with provision for drawers, lockers and shelves.	Same as for 2 Star but in addition shall be of very good quality and adequately	Same as for 3 Star but shall be of excellent quality.	Same as for 4 Star but shall be disguised from the guest view and of exceptional

	restaurant.		stocked.		quality.
	15	30	45	60	75
3.8 MEALS					
3.8.1 Breakfast Service	Breakfast food items shall be well presented and served at the correct temperature. There shall be sufficient staff to ensure prompt service at all times. Hours of breakfast shall be from 6.00am to 10.30 am. A choice of hot and cold items, including vegetarian options and other dietary requirements and healthy options	Same as for 1 star but with at least three (3) course breakfast service provided. In addition, Continental breakfast provided with an acceptable range of cereals, bread and condiments	Same as for 2 star but with at least four (4) course breakfast service provided. In addition, a wide variety of hot and cold items offered for breakfast,	Same as for 3 star but with at least five (5) course breakfast service provided. A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	Same as for 4 star but shall provide a comprehensive range of exceptional quality hot & cold dishes and experiential breakfast settings.
	15	30	45	60	75
3.8.2 Menu	Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage, spirit & wine list. Menus shall be electronic, digital, on fixed boards or laminated menu folder that can be cleaned and sanitized. A verbal explanation of dishes available shall be provided when required. In addition, shall clearly indicate prices of all food items and extra charges, if any, shall be advertised.	Same as for 1 Star but with better quality presentation and choices of a good range of hot and cold items, together with a choice of good quality accompaniments.	Same as for 2 Star but with at least a four (4) course menu and a wider selection of dishes and beverages. Menus highlighting local specialties offerings with a short discretion of ingredients. In addition, the menu shall be appropriately branded.	Same as for 3 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five (5) courses and a rich beverage list.	Same as 4 Star but featuring excellent cuisine and very rich beverage list
	25	50	75	100	125
3.8.3 Full-Service Lunch and Dinner	Lunch and dinner shall be served at specific times, according to market need, and clearly advertised. All foods shall be well- presented and served at the correct	Same as for 1 star but shall offer at least four (4) courses. Staff shall demonstrate high levels of food, beverage and wine product knowledge and service skills	Same as for 2 star but shall offer at least five (5) courses. A choice of substantial hot and cold dishes. In addition, food	Same as for 3 star but with a wide selection of beverages and a broad range of dishes of outstanding quality presentation. In addition, shall	Same as for 4 star but offer at least seven (7) courses. Staff shall demonstrate creativity, innovation and outstanding levels of food, beverage and

	temperature. There shall be at least three (3) courses available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimers. Where provided, self- service buffets shall be laid out and operated in a practical	and customer friendly manner and buffets replenished on a regular basis.	on display shall be labelled with appropriate nutritional information. Staff shall demonstrate proactive service, anticipating customer requirements.	have personalized welcome, with guests escorted to their table in all areas where food and drinks are served.	wine product knowledge and service skills.
	50	100	150	200	250
3.8.4 Light Refreshments	There shall be light refreshments of at least hot and cold drinks available to resident guests and their guests in public areas during the day and evening.	Same as for 1 star but in addition snacks shall be provided.	Same as for 2 star but in addition an assortment of snacks shall be provided.	Same as for 3 star but in addition guests can order and be served at their table.	Same as for 4 star but in addition the light refreshments and hot and cold drinks shall be available in rooms.
	20	40	60	80	100
3.8.5 Room Service	There shall be provision for room service on request during operating hours with SOP's in place. Room service menu shall be clearly advertised in bedrooms with prices.	Same as for 1 star but in addition room service menu be made available in guest rooms.	Same as for 2 star in addition a mini bar available and stocked on request.	Same as for 3 star but in addition room service menu shall be available for all meals.	Same as for 4 star but shall provide 24 hour full room service. In addition, the room size, layout and service delivery method ensures the exceptional guest dining experience.
	15	30	45	60	75
3.8.6 Styles of Service	There shall be provision 2 styles of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 1 star but shall have 3 styles of service.	Same as for 2 Star but shall have 4 styles of service.	Same as for 3 Star but shall have 5 styles of service.	Same as for 4 star but shall have 7 styles of service.
	15	30	45	60	75
3.8.7 Range of Dishes	Two courses available. The main course shall be a substantial hot dish.	Same as for 1 star but with quality presentation and display.	Three courses available. A choice of substantial hot and cold dishes	Same as for 3 Star but with five courses. In addition, shall have a choice of hot and cold dishes at each course of starters, main	An extensive choice of food. A broad range of dishes of outstanding quality

				courses and desserts.	
	10	20	30	40	50
3.8.8 Crockery, Cutlery, Glassware and accessories	Stocks shall be adequate at least at a ratio of 1:2 and shall be appropriate for service of different meals and shall be of good quality and design	Same as for 1 Star but shall have appropriate storage and display.	Same as for 2 Star but shall be of high quality in design and finish	Same as for 3 star but of excellent quality and design	Same as for 4 Star.
	15	30	45	60	75
3.9 BEVERAGE SERVICE					
3.9.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and /or lounge. It shall be fitted with a sink which has hot and cold running water. Appropriate BSA equipment shall be provided. There shall be designated common area with adequate seating space allowing free movement and comfort of resident guests, accessible throughout the day and evening. In addition, provision shall be made for completely barrier free area with appropriate facilities for PWDs. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA	Same as for 1 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be spacious with good ambience. The lighting and temperature control fittings and fixtures shall be of good quality. Decor used shall have special emphasis on local artist's work or Photography of local scenes to enhance the visitor's sense of place.	Same as for 2 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance. Suitable seating layout and a range of appropriate furniture offering grater comfort and equipment meeting the market needs of the hotel shall be provided. The lighting and temperature control fittings and fixtures shall be of very good quality. The light fittings shall be tasteful and provide a pleasant ambience. In addition, shall have facilities to prepare for non-stocked refreshments.	Same as for 3 Star but with at least three (3) BSA which shall be themed, elegant and very spacious complemented with a variety of seating styles provided across a range of environments. Furniture and equipment shall be of excellent quality and luxurious. The lighting and temperature control fittings and fixtures shall be of excellent quality.	Same as for 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy. Furniture and equipment shall be of exceptional quality, with a touch of elegance and opulence. The lighting and temperature control fittings and fixtures shall be of exceptional quality. The light fittings shall be dimmable with pleasant lighting effects.

	equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA/restaurant in accordance with local regulations.				
	55	110	165	220	275
3.9.2 Alcoholic and/or Non-alcoholic Beverage Service	There shall be a wide selection of nonalcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed.	Same as for 1 star but with an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	Same as for 2 star but with a wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition Coffee shop /open garden accessible at least 14/hours a day shall be available.,	Same as for 3 star but with a wide range of premium international brands with a detailed wine list available.	Same as for 4 star but with an extensive selection of premium international brands and a sommelier.
	50	100	150	200	250
3.9.3 Menu Presentation	There shall be priced menu in card, electronic or digital formats available with a modest selection of beverage drinks, spirits, wines, snacks, cigars and cigarettes.	Same as for 1 star but with quality presentation and choice.	Same as for 2 star but with a wider selection of local and international drinks.	Same as for 3 star but with an extensive selection of premium brands.	Same as for 4 star but with a touch of luxury.
	25	50	75	100	125
3.10 CONFERENCE FACILITIES AND SERVICES					

3.10.1 Function / Meeting Rooms/Area size	Shall be at least 30 SQM.	At least 50 SQM.	At least 75 SQM.	More than 75 SQM.	Same as for 4 star.
	5	10	15	20	25
3.10.2 Conference Room	Shall comply with the National minimum standards for MICE. In addition, there shall be provision for a conference room in conformity to the general theme of the hotel to ensure comfort of guests. Adequate washrooms in relation to conference capacity shall be conveniently located to public areas, properly ventilated, well lit, gender separated, and floor made of impervious nonslip material. Provision and access for persons with disabilities shall be made. Amenities shall be provided. There shall be high speed internet connectivity provided. Adequate spacing shall be provided between seats for ease of movement. Water, stationary and other conference room supplies shall be provided.	Same as for 1 star but in addition, have provision for at least two break away rooms There shall be provision of basic professional services	Same as for 2 star but with several conference rooms. There shall be provision for appropriate and adequate equipment and technology for conference and measures for sound management.	Same as for 3 star but there shall be provision for at least 3 break away rooms. In addition, specialized professional services shall be provided.	Same as for 4 star but with very high quality of audio visual system. Shall have a dais provided on request and application of innovative technology.
	55	110	165	220	275
3.10.3 Furniture and Fittings	Shall be adequate, appropriate, functional, and comfortable.	Same as for 1 star but of good quality	Same as for 2 star but of superior quality	Same as for 3 star but luxurious and more elegant	Same as for 4 star but distinctively exceptional and elegant
	15	30	45	60	75
3.10.4 Banqueting Services	There shall be dedicated staff to provide banqueting services	Same as for 1 star But the staff shall be well trained on conferencing services.	Same as for 2 star but banqueting services shall be headed by a trained and certified F & B supervisor.	Same as for 3 star but shall have a fully- fledged department with a dedicated Manager	Same as for 4 star. But shall have equipment of exceptional quality to provide services

	15	30	45	60	75
3.10.5 Business Centre	There shall be provision for basic equipment to offer secretarial services.	Same as for 1 star but with a wide range of equipment and services.	Same as for 2 star but in addition courier services shall be provided.	Same as for 3 star but the equipment and services shall be highly professional	Same as 4 but equipment and services shall be sophisticated
	20	40	60	80	100
3.10.6 Professional Services	There shall be provision for catering services. Shall provide for sign language and secretarial services.	There shall be provision for video recording and a stand-by I.T. personnel to assist.	Same as for 2 Star but in addition shall make provision for photographing.	Same as for 3 star but with In-house catering and translation services provided.	Same as for 4 star but in addition provide video conferencing.
	20	40	60	80	100
3.10.7 Equipment & Technology Usage	There shall be provision for good quality essential conference equipment. In addition, high speed internet connectivity shall be provided.	Same as 1 star but with an ultra-modern projector.	Same as 2 star but with a digital registration system.	Same as 3 star but with high quality audio visual equipment and pop up boxes mounted for each guest in a boardroom. There shall be provision for simultaneous translation booths.	Same as 4 star but shall have video conferencing facilities. Where an amphitheater is available, gooseneck microphones shall be installed.
	15	30	45	60	75
3.10.8 Acoustics/Sound Management	Permissible sound management features shall be installed.	Same as for 1 Star but with deliberate effort to contain noise.	Same as for 2 star but with deliberate regulation of background noise.	Same as for 3 star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but in addition, orient the openings away from natural sounds.
	10	20	30	40	50
3.11 GUEST AUXILIARY SERVICES					
3.11.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Non-plastic laundry bags for collection of dirty cloths shall be provided. Laundry shall be washed in hot cycles of prescribed temperatures. Personal protective equipment (PPE) for staff shall be provided. Ensure	Same as for 1 star but shall have a laundry list available.	Same as for 2 star but with appropriate washing and ironing equipment.	Same as for 3 star but with pressing services and 24 hour return laundry services.	Same as for 4 star but with express services available.

	use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall be properly labelled and stored. Hazardous wastes shall be properly disposed. Have appropriate and adequate equipment that are regularly maintained and records kept. Shall have a preventive maintenance program for all equipment in the laundry. Shall ensure hot and cold indicators on the tap faucets.				
	55	110	165	220	275
3.11.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room facilitiesand equipment.	Same as for 1 Star. But with basic baby-sitting	Same as for 2 star but with modest baby-sitting facilities. an elaborate crèche with at least one (1) baby sitters.	Same as for 3 star but with provision for trained baby sitters.	Same as for 4 star but with at least two (2)
	25	50	75	100	125
3.11.3 Transport and Car Wash Services	Shall be available on call	Same as for 1 star But in addition shall have outsourced transport services.	There shall be appointed transport services by the facility. In addition, car wash services shall be provided on request	Same as for 3 Star but in addition shall have contracted company with taxis on site.	Same as for 4 Star but shall have at least one taxi company on site. In addition, shall have other customized transport service
	25	50	75	100	125
3.11.4 Shoe Shine Services	Provision for shoe shining service shall be made available on	Same as for 1 star	Same as for 2 star. Provision shall be made for a shoe	Same as for 3 star But shall provide shoe shine sponge as part of	Same as for 4 star

	request		shining facility in every floor.	room amenities.	
	10	20	30	40	50
3.11.5 Shopping facilities	There shall be a shopping facility within reach of the establishment.	Same as for 1 star	Same as for 2 star but shall have a gift/convenience shop within the establishment	Same as for 3 star but the shop shall well stocked with souvenirs and convenience items .	Same as for 4 star
	10	20	30	40	50
4.0 SAFETY & SECURITY					
4.1 Safety and Security	Shall ensure the facility Communication system connected to the external response team. Guest records shall be kept in accordance with local laws and regulations. Safety information shall be provided to guests and a disclaimer signed on arrival. Evidence of emergency drills and training with other relevant agencies with records kept. Be in contact with the local security agencies.	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but with a security policy and a dedicated Safety & Security Committee.	but shall provide evidence of collaboration with other relevant security agencies.	Same as for 4 Star. But with well documented Emergency Response plan and implementation matrix.
	45	90	135	180	225
4.2 Access Control	There shall be manned entrances and exits 24- hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for persons with disabilities.	Same as for 1 Star but with access barriers.	Same as for 2 Star but with staff and guests' movement control within the premises.	Same as for 3 Star but with Electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems

	Vehicle screening shall be done and proper records maintained,				
	50	100	150	200	250
4.3 Guest screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure that all guests and joiners registration is done with original official identification documents.	Same as for 1 Star but with vehicle scanner (Where applicable).	Same as for 2 Star but with Walkthrough Metal Detectors.	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star. But with sophisticated equipment of exceptional quality.
	30	60	90	120	150
4.4 CCTV Surveillance	CCTV Cameras at entry points, reception, perimeter and public areas manned at all times. The information captured shall be stored for at least one (1) month. The cameras shall have night and day vision. Shall ensure security officers are equipped to undertake surveillance with appropriate equipment. In addition, shall have a control point that is manned 24/7, have a communication system terminating at the security office/switchboard, have flash lights, have evidence of	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well lit.	Same as for 2 Star but the information captured shall be stored for at least 2 months.	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star. But the information captured shall be stored for at least 6 months.

	recorded patrol activities and have emergency contacts.				
	35	70	105	140	175
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security. In addition, there shall be provision for safe deposit services.	Same as for1 Star, but with higher quality fittings withprovision for double locking system and door lens\peep. The door lens \peep shall be fitted at heights	Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
	35	70	105	140	175
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team and records of fire drills kept. There shall be a	Same as for1 Star. But fixtures and fittings shall be of good quality.	Same as for 2 Star but equipment shall be specialized and efficient for fire protection.	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptionally high quality.

	store for all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws.				
	55	110	165	220	275
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system covering all public areas for at least 8 hours.	Same as for1 Star. But shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with a backup alternative source of power providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	20	40	60	80	100
4.8 Emergency Medical Support	Well stocked First Aid Kits shall be provided in strategic locations and accident-prone areas with at least one staff being well trained in basic first aid application techniques.	Same as for 1 Star. But shall have staff trained in first aid in all sections.	Same as for 2 Star but with a registered Clinical officer/ Nurse/ Doctor on call.	Same as for 3 Star but with ambulance or air lifting services on call.	Same as for 4 Star. In addition, shall have an on-site clinic with a registered Clinical officer/ Nurse/ Doctor subject to national regulations
	15	30	45	60	75
4.9 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable national electrical safety laws.	Same as for 1 Star. But with good quality materials, fittings and workmanship	Same as for 2 Star but with very good quality materials, fittings and workmanship.	Same as for 3 Star. But with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with exceptional quality materials, fittings and workmanship
	10	20	30	40	50
5.0 WELLNESS & RECREATION SERVICES					
5.1 Swimming Pool size	Optional	Optional	Swimming pool shall not be less than forty (40) square meters.	Swimming pool shall not be of less than fifty (50) square meters.	The swimming pool shall not be less than seventy-five (75) square meters.
		15	20	25	
5.2 Swimming Pool & Related Facilities	Optional	Optional	A swimming pool shall be provided and well maintained to ensure safety of swimmers.	Same as for 3 Star a. In addition, shall have a chlorine dosing pump. Provision for heated	Same as for 4 Star but high quality of design and finishes.

			The pool shall have as minimum: - Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Rules. Pool surround deck/area with non- slip surface. Pool furniture. Separate changing rooms for men and women. A separate pool/area for children shall be provided. Clear markings to indicate depth at different points. Suitably trained, certified and equipped attendants and life savers. Shall have 'no diving signage' Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with pH range of 6.8 - 7.4'. Shall have telephone access within close proximity with emergency numbers clearly indicated. but	pools in cold areas – where applicable	

			with CCTV Coverage in the public pool area		
			270	360	450
5.3 Fitness and Wellness services	There shall be provision for a health club fully equipped with a trained and certified fitness instructor, trained in first aid and cardio pulmonary resuscitation (CPR). Staff shall adhere to service etiquette. Shall be in good condition and with well-maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is changed after every use, properly washed, sanitized and in good condition.	Same as for 1 Star but with a basic massage parlor and ensure use of approved and certified products.	Same as for 2 Star but with at least a Spa. Spa therapists shall wear appropriate Personal Protective Equipment (PPE). Spa equipment shall be sterilized between treatment Spa linen shall be replaced after each treatment	Same as for 3 Star but with a Sauna, Steam Bath, well-equipped fitness room and a well-trained instructor. Emergency alarms shall be fitted inside sauna and steam rooms and terminated at the security control room	Same as for 4 Star but with a fully equipped health center and a fitness & wellness team.
	60	120	180	240	300
5.4 Entertainment and Recreation	Some form of entertainment and recreation shall be provided	Same as for 1 star But with a variety of forms of entertainment and recreational activities provided.	Same as for 2 star but with properly organized and scheduled entertainment and recreational activities.	Same as for 3 Star But the different forms of entertainment should be cater for different ages.	Same as for 4 star but with evidence of a contract with entertainment service providers or in house entertainment team
6.0 HUMAN RESOURCES AND STAFF FACILITIES					
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person and holder of at least a diploma or equivalent qualification in hotel management from a recognized institution with a relevant experience of at least one year.	Same as for 1 Star but shall be under the supervision of a competent and experienced in hotel management, assisted by one or more persons with similar training.	Same as for 2 star but the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 2 years.	Same as for 3 Star But the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 5 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of a national professional association

6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 50% of the staff shall possess certified qualifications from recognized institutions.	Same as for 1 Star but the proportion of professionally certified staff shall be at least 60%	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.
	10	20	30	40	50
6.3 Departmental Heads	Depending on the size and organizational structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day to day operations in each department.	Same as for1 Star But there shall be at least two suitably qualified and experienced persons to assist in the day to day operations in each department.	Same as for 2 Star but each department shall be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.	Same as for 3 Star but with a duty manager available at all times.	Same as for4 Star But each department shall be under the management of a person or persons with appropriate training from a recognized institution with over 10years experience
	15	30	45	60	75
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure Terms and conditions of service, statutory benefits and Training programs.	Same as for 1 Star But shall have both internal and external programs and evidence of implementation.	Same as for 2 Star but each department shall have their own customized training programs.	Same as for 3 star but shall have a Human Resource Management department	Same as for 4 star but shall have a training unit.
	20	40	60	80	100
6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training shall be continuous and cover relevant topic and emerging issues.	Same as for 1 Star but with scheduled training, a designated training room for in-house training programs.	Same as for 2 Star with the addition of an external training program. Comprehensive in- house training programs shall be in place.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.
	30	60	90	120	150
6.6 Staff Grooming	A staff grooming policy	Same as for1 Star but staff shall have	Same as for 2 Star but staff	Same as for 3 Star but staff	Same as for4 Star. But staff

and Professional etiquette	shall be in place. Staff shall be properly uniformed as per their respective areas of operation with name tags at all times, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional etiquette. Staff working in high-risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.	different uniforms for the different departments.	shall display high professional etiquette.	uniforms shall be of excellent quality and staff trained on professional etiquette.	uniforms shall be of exceptional quality.
	35	70	105	140	175
6.7 Staff Incentives	There shall be a well- documented staff incentive program that recognizes and rewards performance of all staff at least annually.	Same as for 1 Star but staff recognition shall be at least bi- annual.	Same as for 2 Star but in addition, the hotel shall annually undertake staff satisfaction evaluation for the purpose of continuous improvement	Same as for 3 Star but with recognition of staff by department. In addition, there shall be an annual Team Building activity.	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.
	30	60	90	120	150
6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided.	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with addition of annual events such as staff parties.	Same as for 4 Star but with quarterly events.
	20	40	60	80	100
6.9 Staff Welfare Facilities	There shall be provision for good quality facilities and staff welfare that includes the	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of	Same as for 3 Star but the facilities shall be of much higher quality and	Same as for 4 Star. But the facilities shall be of exceptional quality and

	following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.		facilities proportionate to the facility.	accommodation facilities shall be en suite.	standards.
	45	90	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the facility.	Same as for 1 Star but with elaborate information on the facility details and services provided in the guest information pack in guestroom and electronically at the reception and public areas.	Same as for 2 Star but in addition, information shall be offered electronically in guestrooms.	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star but with an E- Commerce enabled website.
	15	30	45	60	75
7.2 Social Media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests' comments.	Same as for 2 Star but shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party.

			guest feedback.		
	35	70	105	140	175
7.3 Complaints Handling	There shall be evidence of compliance to national consumer protection laws. In addition, there shall be procedure for complaint handling and records of the action taken on the same	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but with a documented complaint handling SOP at departmental level.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but shall have documented monthly reports of complaints handled
	25	50	75	100	125
7.4 Recognition Awards	Presence of at least one Award issued by a reputable and relevant national institution in the preceding five years.	Presence of at least two Awards issued by a reputable and relevant national institution in the preceding five years.	Presence of at least one Award issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	Presence of at least two Awards issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	Presence of at least one Award issued by a reputable and relevant international institution in the preceding five years.
	15	30	45	60	75

1. CRITERIA FOR RESORTS

SCORE FOR RESORTS

1. To qualify for One Star grading, a Resort must score at least 20% of the overall total maximum scores in Resort criteria, and a minimum of 40% in Guest Service Section.
2. To qualify for Two Star grading, a Resort must score at least 39% of the overall total maximum scores in Resort criteria, and score a minimum of 50% in Guest Service Section.
3. To qualify for Three Star grading, a Resort must score at least 56% of the overall total maximum scores in Resort criteria, and at least score a minimum of 60% in Guest Service Section
4. To qualify for Four Star grading, a Resort must score at least 71% of the overall total maximum scores in Resort criteria, and at least 65% in each section.
5. To qualify for Five Star grading, a Resort must score at least 86% of the overall total maximum scores in Resort criteria, and score a minimum of 80% in each section. Additionally, the Resort must have a presidential suite, and shall be HACCP certified.

Scope

This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

This standard shall be applicable to Resorts.

Product Designators

Resort – A commercial establishment with at least 10 lettable rooms providing accommodation, food and beverage services, entertainment and intended primarily for vacationers and usually located in places frequented for relaxation or recreation including scenic mountains, beaches, oceans, lakes, rivers or historic areas and spas.

Guest expectations

A destination experience focused on relaxation;

A wide range of leisure, recreational and entertainment services;

Spacious and safe environment;

Availability of facilities for hosting incentive programmes; and

Direct access to a well-kept beachfront/ocean/lake/river/golf course as applicable to enhance the guest experience.

Definition of terms

For the purpose of this standard the following definitions shall apply:

Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers

African service – Local community customized style of service.

Amenities – Facilities in a guest room to ease the stay of guests.

Ansul system – It's a line of special hazard fire protection products designed to meet strict standards and tested under the scrutiny of independent labs and approval agencies all over the world.

A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a Resort that is outside their natural habitats where they usually are established.

Beverage service area -

Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

Conference room supplies - means amenities and supplies provided for guests attending conference meetings, they include potable water, stationary and conference equipment.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one or more speakers or honored guests.

Deep cleaning - means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

Deluxe suite – A suite that comprises an ensuite bedroom, a living/sitting area, a meeting room and a lounge.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

English service – means a style of service where food is served from a large dish by a waiter Starting with the host/hostess at the head of the table and then other guests are served.

Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include; a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

Essential guest supplies – means amenities and supplies provided by the Resort for guests' needs and convenience. They include: safe drinking water, water glasses, Do Not Disturb sign, guest stationary, soap, toilet paper, hygienic kit, bed side rag, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom

that are provided for guest convenience and comfort. They include;

an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

Essential Suite facilities, supplies and amenities - means the features and supplies in

a suite that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

Executive Suite – A room that features a separate living – sitting area, a dining area and a lounge in addition to the bedroom.

Façade – means the front exterior part of the Resort that is observable by the guest from the entrance.

Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

Fittings/Fixtures – items in a property that are attached to the building or to equipment.

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the Resort by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the Resort together in order to work as one entity.

Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

Joiners - means an unregistered guest/ outside guest who is temporary visiting a registered guest.

Junior suite - A room that features a separate living-sitting area (although not a separate room), in addition to the bedroom.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Mixology – means the skill of mixing cocktails and other drinks.

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and quantifying food served to them.

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

Persons with Disability " means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers;

Pre-plated / American service – means a style of service where food is portioned and pre-plated in the kitchen and served by a waiter.

Presidential suite – A suite that is suitable to host a president or other head of state/VVIP with a separate boardroom, sitting room, bedrooms, bathrooms, fully equipped kitchenette for food preparation, security rooms with independent access door.

Public Washroom Amenities - Soap dispenser with soap, Disposable tissue, and/or electric hand drier, A hand wash basin with running hot and cold water, Toilet paper, Sanitary bin with liner and lid, Mother and child facilities and coat hangers/hooks

Right Temperatures – Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

Cold foods; shall be held at temperatures below 5^{0}C.

Russian service – means a style of service where food is elaborately presented, well

decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the Resort together in order to work as one entity.

Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, bookings, Instagram, etc.

Sommelier – means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service.

Suitable –means something that is fit or appropriate for a particular purpose.

Suite - means an accommodation comprising of more than one room; occasionally a single large room with clearly defined sleeping, sitting, dining and kitchen area.

Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

Vanity kit – It contains cotton pads, cotton swabs, nail file, thread, needle, button and a safety pin.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Waste water treatment system – It's a system made up of several individual technologies that address specific wastewater treatment needs.

Acronyms

BSA – Beverage Service Area

CSR— Corporate Social Responsibility

EMS – Environmental Management Systems

LAN – Local Area Network

MOAs — Memorandum of Agreements

PPE –Personal Protection Equipment

PWD – Persons with Disabilities

SOP – Standards Operating Procedures

UN – United Nations

WAN – Wide Area Network

WHO – World Health Organization

3. Requirements: The following shall be the requirements for Resorts:					
SECTION–ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
PART ONE: PHYSICAL QUALITY FEATURES					
1.1 LOCATION AND ACCESSIBILITY					
1.1.1 Location Access	The establishment shall be located within or near a holiday attraction area with easy accessibility and clear directional signage.	Same as for 1 Star.	Same as for 2 Star but shall have an online presence to enhance accessibility.	Same as for 3 Star but shall be luxurious.	Same as for 4 Star but have customised means of access
	40	80	120	160	200
1.1.2 Site Suitability	The site of the establishment shall be suitable for a Resort.	Same as for 1 Star but in addition, shall be comfortable and offers tranquillity.	Same as for 2 Star but with additional efforts to enhance the aesthetics of the site.	Same as for 3 Star but the locality including the outlook should be suitable for a Resort of internationally recognizable standards.	Same as for 4 Star but with evidence of innovative ways to improve on the aesthetics of the site
	20	40	60	80	100
1.1.3 Building Autonomy	The structures of the Resort shall be detached from other buildings and units approached through walkways.	Same as for 1 Star but with clear and protected pathways.	Same as for 2 Star but secured in its own compound with well-manicured open spaces.	Same as for 3 Star.	Same as for 4 Star but with expa nsive grounds for various uses.
	10	20	30	40	50
1.1.4 Entrances & Exits	There shall be separate and independent access for the Resort guests, staff and for deliveries. In addition, shall have a design and layout that minimize security risk and aids proper access control. Shall provide hand	Same as for 1 Star but with a distinction of vehicular and pedestrian entrances.	Same as for 2 Star.	Same as for 3 Star but with private passages.	Same as for 4 Star.

	washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.				
	40	80	120	160	200
1.2 BUILDING ARCHITECTURAL FEATURES					
1.2.1 Design and Layout	In conformity with the Building Code and other existing building regulations, modest in style and beauty, structurally sound, allowing efficient flow of services and in harmony with the physical built up, natural, social and cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but the architectural features and general construction of the building and its finish shall be of better quality and depict a distinctive theme.	Same as for 3 Star but the façade, finish and workmanship of the building shall be of higher quality.	Same as for 4 Star but the design shall have additional functionality, safety, security and conducive to relaxation.
	40	80	120	160	200
1.2.2 Entrance Canopy	There shall be a form of canopy at the entrance of the reception building. It can be either built-in or an extension of the building and capable of providing cover for at least one (1) vehicle at a time.	The canopy shall be part of the building structure and capable of providing cover for at least two (2) vehicles at a time.	Same as for 2 Star but in addition, shall be uniquely designed with aesthetic appeal and have provision for pedestrian walkway.	Same as for 3 Star but proportional to the building.	Same as for 4 Star but shall be very elaborate, prominent and of superior quality.
	25	50	75	100	125
1.2.3 Provision for the Persons with Disabilities (PWD)	The building shall have accessible entrance for PWD's of non-slip-textured / roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally,	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas.	Same as for 4 Star. But shall have at least four specially designed rooms for PWD's. In addition, lift shall have

	convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help	there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background. In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.	There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	flashing lights linked to alarms and emergency buttons.

	PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms.				
	95	190	285	380	475
1.2.4 Efficient flow of Services	The building shall be well designed to enable efficient use of space and flow of service delivery.	Same as for 1 Star but with connected service points.	Same as for 2 Star but with emphasis on aesthetics and functionality. There shall be provision of golf carts where applicable	Same as for 3 Star but with efficient connectivity to ensure optimum utilization of spaces.	Same as for 4 Star but in addition shall embrace international best practice.
	20	40	60	80	100
1.2.5 Lighting, Ventilation & Temperature Control	The facility shall have provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco- friendly.	Same as for 1 Star but with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and temperature control.	Same as for 3 Star with quality fixtures and fittings and tasteful to provide a pleasant ambiance.	Same as for 4 Star but with exceptional quality fixtures and fittings.
	25	50	75	100	125
1.2.6 Floors, Walls& Ceilings	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards.	Same as for 1 Star but with good quality fittings, workmanship and finish.	Same as for 2 Star but with high quality materials and finish.	Same as for 3 Star but with higher quality materials and finish.	Same as for 4 Star but with superior quality materials and finish.

	20	40	60	80	100
1.2.7 General Stores	Shall make provision for adequate general storage facilities with separation of different types of merchandise/goods, well- ventilated and maintained	Same as for One Star but with proper designation /labelling and quality shelving	Same as two Star, but better organized, in terms of goods segregation and layout	Same as for Three Star but enhanced separation in terms of rooms.	Same as four Star but with materials control system
	25	50	75	100	125
1.3 PUBLIC AREAS					
1.3.1 Circulation Areas (Corridors, Staircases and walkways)	Shall allow easy and safe passage, be well lit, finished with non –slip materials, well maintained and in-line with the Building Code. Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be protected from weather. Elements. Shall have accessible well- lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed.	Same as for 1 Star but shall have appropriate décor.	Same as for 2 Star but finished to good quality incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.
	35	70	105	140	175
1.3.2 Provision for Parking	Provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for	Same as for 1 Star but with provision for parking tags/passes and defined parking routes for	Same as for 2 Star but with adeq uate security and CCT V coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star but with provision for valet parking.

	PWDs shall be provided. Shall have disclaimer signage, well-marked demarcations.	vehicles			
	35	70	105	140	175
3.3 Public Washrooms	Good impervious non-slip material shall be used for floors and walls. Wall covering materials that are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times. Shall have hooks at the back of the toilet door. Provision for persons with disability shall be made. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star but the materials used shall be of good quality.	Same as for 2 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but the materials used shall be of excellent quality.	Same as for 4 Star but in addition a well- equipped powder space shall be provided.
	40	80	120	160	200
1.3.4 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than 1800mm by 1800mm. The access door shall be fitted with an emergency	Same as 1 Star but the fittings shall be of very good quality	Same as 2 Star but the fittings shall be of high quality	Same as 3Star but the fittings shall be of excellent quality	Same as 4 Star but the fittings shall be of exceptional quality. In addition, the basin shall be adjacent to the toilet and

	release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet-paper holder shall be easily accessible for use while seated.				located no more than 300mm from the toilet seat to enable the user to wash hands while seated.
	30	60	90	120	150
1.3.5 Lobby/Lounge size	Shall be as per building code but not less than 0.5 SQM per guest bed.	Same as for 1 Star but not less than 0.75 SQM per guest bed.	Same as for 2 Star but not less than 1 SQM per guest bed.	Same as for 3 Star but not less than 1.5 SQM per guest bed.	Same as for 4 Star but not less than 2 SQM per guest bed.
	5	10	15	20	25
1.3.6 Lobby/ Lounge	There shall be provision for a lobby/lounge with seating area proportionate to the capacity of the establishment. Adequate and	Same as for 1 Star but the furniture, furnishings and fittings shall be of good quality.	Same as for 2 Star but with a distinct lobby and lounge with appropriate décor.	Same as for 3 Star but with furniture, fittings and decor in harmony with the theme of the facility.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of

	appropriate furniture shall be provided. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.				luxury and ambiance.
	35	70	105	140	175
1.3.7 Amenities and Accessories	Shall be adequate and the range of amenities and accessories shall be proportionate to the size of the facility and the need of customers including persons with disabilities. In addition, reading and writing materials shall be available.	Same as for 1 Star but of high quality.	Same as for 2 Star but shall be of a wide range.	Same as for 3 Star but shall be of superior quality, excellent condition, comfortable and well upholstered.	Same as for 4 Star but generously furnished with attention to detail, comfort and elegance.
	25	50	75	100	125
1.3.8 Décor	Shall be adequate, functional, of good quality, well maintained and blending with the natural and cultural environment.	Same as for 1 Star but of recognizable theme.	Same as for 2 Star but shall be of higher quality and distinctive theme.	Same as for 3 Star but shall be tasteful and elegant.	Same as for 4 Star but of superior quality and luxurious.
	15	30	45	60	75
PART TWO: 2.0 - SUSTAINABILITY REQUIREMENTS					
2.1 Environmental Architectural Features	The architectural features of the building shall incorporate eco-friendly technologies including the alignment / layout of guestrooms to maximize use of natural lighting and	Same as for 1 Star but with greater emphasis on harmony with the environment and appeal.	Same as for 2 Star but shall be durable and of high quality finish.	Same as for 3 Star but with emphasis on sophistication and style.	Same as for 4 Star but shall have unique, elegant and distinctive features in complete harmony with the environment.

	ventilation, rain water harvesting and sound management. In addition, local building materials shall be used. The construction of permanent buildings shall observe the buffer zone limits in accordance with the national policies and laws				
	35	70	105	140	175
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery.	Same as for 1 Star but with deliberate effort to plant additional indigenous species that are in harmony with the surrounding environment and correspond to the climatic conditions.	Same as for 2 Star but providing directional and environmental awareness signages. There shall be deliberate efforts to identify and label plants with their native/ local/ botanical names.	Same as for 3 Star but landscaping shall be elaborate, of high quality and well maintained with aesthetic appeal.	Same as for 4 Star but shall have spacious grounds. In addition, there shall be utility information of the plants.
	35	70	105	140	170
2.3 Acoustics/ Sound Management	Permissible sound management features shall be in place for comfort and privacy of guests and neighborhood. In addition, informative signage shall be put in place.	Same as for 1 Star but deliberate effort to contain noise from generating points /noise sensitive areas of the facility.	Same as for 2 Star but with deliberate regulation of background noise.	Same as for 3 Star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but in addition, orient the openings towards natural sounds.
	30	60	90	120	150
2.4 Environmental Policy & Plans	Shall have environmental programs and regular audits in accordance	Same as for 1 Star but with an environmenta	Same as for 2 Star but with evidence of sensitization	Same as for 3 Star but with an Environmental	Same as for 4 Star but shall have Environmental

	with the national laws.	1 policy and implementation plan in place.	of staff & guests and cascading to departmental level and with clear budgetary plans. In addition, the facility shall have a disaster management plan in place.	team in place to coordinate implementation and records of communication and implementation	Management Systems (EMS) in place and documented milestones.
	40	80	120	160	200
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately. Solid waste shall be stored in a temperature regulated area. Shall have effective separation at source and clear labelling of waste bins	Same as for 1 Star but in addition effective separation at source and clear labelling of waste bins throughout the facility.	Same as for 2 Star, but shall have effective solid waste management plan, put in place measures to ensure there is, reduction, re-use and recycle (A3R).	Same as for 3 Star, but shall monitor and record all types of waste and has plans with the goal to minimize wastage.	Same as for 4 Star, but shall have an integrated solid waste management system.

	throughout the facility.				
	40	80	120	160	200
2.6 Effluent discharge / Waste Water Management	The Resort shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster. Shall have effluent discharge analysis records.	Same as for 1 Star, but with efficient waste water treatment plant that is regularly inspected. Quarterly records of effluent analysis from an accredited laboratory shall be maintained.	Same as for 2 Star, but shall have evidence of regular desludging. In addition, shall have bio digester and waste water to be used for landscaping.	Same as for 3 Star, but shall have measures for re-use of treated waste water.	Same as for 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water.
	40	80	120	160	200
2.7 Water conservation & Management	There shall be consistent supply of at least 60-liter potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative source such as rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply	Same as for 1 Star but in addition shall have estimated water usage records at different sections of operations. Deliberate sensitization and promotion on water conservation to staff and guests. Shall ensure adequate storage capacity to last at least 4	Same as for 2 Star but with evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 Star but demonstrate evidence of water monitoring at source and all points of use. Direct involvement in water conservation programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 Star but in addition embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.

	breakdown. Waste water management shall be handled by a competent	days in case of water supply breakdown.			
	50	100	150	200	250
2.8 Energy Conservation	Shall have in place an energy conservation policy. Efficient and cost-effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy.	Same as for 1 Star but in addition shall install energy conservation devices.	Same as for 2 Star but in addition the devices and fittings shall be of high quality, provide pleasant ambience. There shall be regular energy audits and records kept.tasteful and	Same as for 3 Star but in addition have an energy plan with implementation matrix and have an energy committee in place. The Resort shall also undertake energy audits at least once in three years.	Same as for 4 Star but in addition evidence of appropriate energy saving appliances in all parts of the Resort.
	40	80	120	160	200
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 1 Star but with evidence of host community preference.	Same as for 2 Star but shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 Star but have quality assurance measures in place.	Same as for 4 Star but shall embrace use information technology in supporting decision making in supplies at various levels.
	25	50	75	100	125
2.10 Corporate Social Responsibility (CSR)	Shall have at least one community empowerment initiative annually. Be in good relations with the neighborhood national security agencies and other key emergency responders.	Shall have clear community empowerment programs and annual budget linking the guests, staff and the host community.	Same as for 2 Star but with a CSR policy, implementation plan and communication strategy in place.	Same as for 3 Star but with evidence of implementation. In addition, demonstrated Memorandum of Agreements.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs
	35	70	105	140	175
PART THREE: 3.0 - GUEST FACILITIES AND SERVICES					
3.1 FRONT OFFICE SERVICES					
3.1.1	There shall be a	Same as for 1	Same as for 2	Same as for 3	Same as for 4

Reception Service Area	designated reception area to receive and handle guests. There shall be personnel on call for at least 18 hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a communication system connected to all areas of the facility and an emergency notification system. Shall have a clear view of the Resort entrance and guest rooms All guests and joiners check in shall be done using original identification documents There shall be provision for Plexiglas barriers at payment counters. Shall promote digital communication/ automation of processes to minimize touch points such as check in/out and paperless transactions (where possible). Shall implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, clear, accurate and consistent.	Star but with additional provision for porterage services. Shall have digital communicati on/ automation of processes to minimize touch points such as check in/out and paperless transactions. Shall have a guest relations desk Shall have information	Star but reception area shall be manned for 24 hours a day. In addition, shall have designated guest relations service desk.	Star	Star but the services shall be highly specialized.

	80	160	240	320	400
3.1.2 Reservation	There shall be a clear reservation and cancellation policy. There shall be measures to capture guest details manually or online.	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network (LAN).	Same as for 3 Star but with some form of integration.	Same as for 4 Star with Wide Area Network (WAN) (where applicable) and in addition shall be fully integrated.
	25	50	75	100	125
3.1.3 Luggage, lost and found service	There shall be aclear documented procedure for handling lost & found items and a designated safe storage facility.	Same as for 1 Star but in addition shall have a policy in place.	Same as for 2 Star but there shall be evidence of an inventory of the lost & found items and a collection list	Same as for 3 Star but with the appropriate personnel handling lost & found items.	Same as for 4 Star but with a management report.
	20	40	60	80	100
3.1.4 Concierge and Luggage Handling services	There shall be provision for guest assistance services for at least 18 hours a day.	Same as for 1 Star but in addition there shall be provision for appropriate equipment for luggage handling.	Same as for 2 Star, but with designated personnel.	Same as for 3 Star, but the personnel shall be appropriately uniformed and knowledgeable in customer care.	Same as for 4 Star but with 24 hours' porterage services and assistance with luggage available
	25	50	75	100	125
3.1.5 Billing and Modes of payment	There shall be provision for acceptable billing and modes of payment. In addition, there shall be provision for cashless payment methods (mobile money services and a payment card reading process data quickly (PDQ) machine).	Same as for 1 Star but there shall be provision for undertaking transactions in at least 1 international currency	Same as for 2 Star but there shall be provision for undertaking transactions in at least 2 international currencies. In addition, there shall be provision for foreign exchange services for at least one international currency.	Same as for 3 Star but there shall be provision for undertaking transactions in at least 3 international currencies. In addition, there shall be provision for foreign exchange services for at least two international currencies.	Same as for 4 Star but there shall be provision for undertaking transactions in at least 4 international currencies In addition, there shall be provision for foreign exchange services for at least three international currencies.

	20	40	60	80	100
3.1.6 Communication and internet Services	Timely and accurate information shall be provided to guests. Appropriate communication channels shall be available. Shall have a communication system connected to all areas of the facility and an emergency notification system. In addition, a telephone exchange facility and guestroom telephones shall be provided. *Wi-fi* shall be provided in all public areas and guestrooms.	Same as for 1 Star but with high-speed reliable *Wi-fi* available in all areas	Same as for 2 Star but with a functional business centre.	Same as for 3 Star but with adequate secretarial services as required by guests.	Same as for 4 Star with a dedicated business centre for conferencing and in addition, have satellite link and video conferencing facility.
	25	50	75	100	125
3.2 GUESTROOMS					
3.2.1 Guest Room size	Shall be as per the building code and minimum size of guest room shall be 15 sqm.	Same as for 1 Star but minimum size to be 17 sqm.	Same as for 2 Star but minimum size to be 20 sqm.	Same as for 3 Star but minimum size to be 25 sqm.	Same as for 4 Star but minimum size to be 30 sqm.
5	10	15	20	25	
3.2.2 Guestroom cleaning	Guestrooms shall be clean and odorless. Cleaning of the guestroom shall be done daily and disinfected after every check out. A ratio of 1:12 personnel to guest rooms shall be assigned for cleaning or as deemed applicable for the facility. Staff shall be properly equipped with appropriate cleaning equipment and PPEs and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be	Same as for 1 Star but guestroom attendants shall be well trained and there shall be documented evidence of daily cleaning.	Same as for 2 Star but shall have specialized cleaning equipment and environmentally friendly detergents.	Same as for 3 Star	Same as for 4 Star

	Standard Operating Procedures (SOP's) in place. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms and shall provide evidence of deep cleaning done at intervals. Hand gloves shall be cleaned and disinfected between rooms. Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turndown services shall be restricted to facilitate minimum contact.				
	45	90	135	180	225
3.2.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190 cm (5x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length.
	10	20	30	40	50
3.2.4 Bedding Requirements & Quality	Bedding shall be white and of good quality cotton or linen fabric with a thread count of 150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top	Same as for 1 Star but shall be of high quality and have a thread count of 180 gsm.	Same as for 2 Star but shall have provision for a stock sheet and have a thread count of 200 gsm.	Same as for 3 Star but shall be of much higher quality and have a thread count of 250 gsm.	Same as for 4 Star but shall be of superior quality and with a higher degree of luxury and have a thread count of 300 gsm.

	blanket /duvet with at least two pillows, mechanism for mosquito control where necessary, appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests. Shall have provision for a stock sheet.				
3.2.5 Guestroom Décor	Shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the facility's theme.	Same as for 3 Star but shall be of superior quality.	Same as for 4 Star but shall be elegant, tasteful, luxurious and portray innovativeness.
	15	30	45	60	75
3.2.6 Window coverings	Sheers and opaque curtains at a ratio of 1:2 ½ (window–curtain ratio) with a maximum allowance of 5 cms. above the floor and in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape and width and of very good quality.	Same as for 3 Star but of superior & excellent quality and condition.	Same as for 4 Star but of exceptional quality providing full blackout.
	20	40	60	80	100
3.2.7 Mirrors	Full length mirror with direct lighting.	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall be of high quality.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but shall be of exceptional quality.
	20	40	60	80	100
3.2.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor	Same as for 1 Star but shall have portable or other light	Same as for 2 Star but with additional quality light fixtures	Same as for 3 Star but with a master switch and bedside lights	Same as for 4 Star but light fittings and fixtures shall be of

	area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the door entrance. International multi-power point/plug adaptor shall be made available on request.	fixtures suitable for a study table shall be provided.	over the dressing table mirror.	with switches conveniently located within reach of the guest and with aesthetic features.	exceptional quality
	40	80	120	160	200
3.2.9 Guest room Temperature Control	All guestrooms shall have natural and/or artificial adequate ventilation systems including, heating and cooling systems that are eco-friendly depending on the geographical location controlled by the guests to their comfort levels.	Same as for 1 Star. Heating and cooling system shall be of good quality.	Same as for 2 Star but shall be of very good quality and include an efficient mechanical extraction system.	Same as for 3 Star. Heating and cooling system shall be of excellent quality.	Same as for 4 Star. Heating and cooling system shall be of exceptional quality.
	25	50	75	100	125
3.2.10 Furniture and Fittings	All rooms shall have a bed, bedside table fitted with a socket and at least one chair which shall be of good quality and condition. In addition, shall have lamp shades, at least a twin functional socket and a computer data point. Mattress shall not be less than 15 cms thick of foam rubber or cotton material with two matching pillows.	Same as for 1 Star but shall have a study table with suitable chairs.	Same as for 2 Star but shall have at least two chairs. The furniture and fittings shall be of very good quality. The rooms shall have at least one couch provided.	Same as for 3 Star but all rooms shall have bed(s), Bedside table(s) and couches of superior quality and appropriate to the number of guests per room. Lighting and a multi-power plug or point shall be provided.	Same as for 4 Star but with a higher degree of luxury.
	35	70	105	140	175
3.2.11 Wardrobe &	There shall be provision for adequate	Same as for 1 Star but with	Same as for 2 Star but with	Same as for 3 Star but	Same as for 4 Star but of

Luggage Storage	in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	a minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets.	an additional luggage stand per room.	excellent level of drawer or shelf and provision for a wide range of male and female hangers.	superior quality
	25	50	75	100	125
3.2.12 Guest information services	Literature covering services & recreation activities, internal telephone directory, telephone tariffs, menus, documented emergency and fire exit procedures (plan mounted at the back of every guest room door) among others, shall be provided. Special notices regarding the facility lien and liabilities shall be well displayed. All information shall be provided in Kiswahili/English/French Guest health, safety and hygiene information shall be prompt, clear, accurate and consistent.	Same as for 1 Star. But the quality of the materials used shall be good.	Same as for 1 Star but information shall be in any other UN recognized language. Guest information shall be digitally available on the TV screen.	Same as for 3 Star but with a comprehensive guest information directory.	Same as for 4 Star but the comprehensive information directory shall be multi-lingual and of visually enhanced material.
	35	70	105	140	175
3.2.13 Guestroom numbering	Shall be numbered, lettered or otherwise designated with clear and visible signage.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but in very good quality fittings and for multiple use.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with exceptional finishes.
	15	30	45	60	75

3.2.14 Guest room supplies	Essential guest supplies shall be provided for guest comfort. In addition, shall provide hygiene kit to guests as part of in-room amenity during their stay. There shall be a safe deposit	Same as for 1 Star but all items shall be of good quality and branded.	Same as for 2 Star but shall be of very good quality.	Same as for 3 Star but items shall be of excellent quality and professionally packaged with emphasis on environmental sustainability.	Same as for 4 Star but with addition of guest room supplies and the items shall be of exceptional quality.
	30	60	90	120	150
3.2.15 Guest Room Communication services	Bedroom means of communications shall have extensions connected to all parts of the facility and to the main telephone exchange. Telephones, where provided, shall have instructions on how to use any additional services such as telephone message service, and room-to-room calls. In addition, telephone shall have an emergency call button or speed dial number	Same as for 1 Star But in addition, high speed *wi-fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial. Computer data points/hot spots	Same as for 3 Star. But shall have texting concierge service giving guests the option to text their questions and room service requests.	Same as for 4 Star but with a Single cordless phone or minimum of two direct dial telephones if fixed– one at the bedside and one on the desk /writing table. In addition, shall make provision for tablets which are interactive in- room device allowing the guest to communicate with the Resort, make purchases, order room service report problems and control their room.
	20	40	60	80	100
3.3 GUEST BATHROOMS					
3.3.1 Guest Bathrooms	Bathroom/WC of not less than 4.5 sqm	Bathroom/WC of not less than 5 sqm	Bathroom/WC of not less than 6 sqm	Bathroom/WC of not less than 8 sqm	Bathroom/WC of not less than 10 sqm
	5	10	15	20	25
3.3.2 Towels	Shall be adequate, of good quality material	Same as for 1 Star but with	Same as for 2 Star but bath	Same as for 3 Star but the	Same as for 4 Star and shall

and Bathrobes	in good condition, and changed daily or on guest request. Bath mat of good quality material shall be provided. The towel shall have a thread count of 400gsm	towel thread count of 500gsm.	towel shall be at least 70 cm by 140 cm and of high quality, shall include a minimum set of a face towel, hand towel and a bathrobe. The towel shall have a thread count of 600gsm	bath towel shall be at least 100 cm x 150 cm and shall be of higher quality material. The towel shall have a thread count of 700gsm	provide a bath sheet. The towel shall have a thread count of 800gsm
	40	80	120	160	200
3.3.3 Amenities in Bathrooms	Shall be en-suite to each guest room complete with essential fittings. In addition, shall have WC, hand wash basin, Arabic shower /bidet and a conveniently located shaver point with voltage indicated. In addition, shall be cleaned and sanitized regularly. There shall be provision for sufficient hot water, and shower with adequate flow of water.	Same as for 1 Star but shall have shower cubicle/ bathtub with a mixer and a large mirror.	Same as for 2 Star but the fittings shall be of higher quality. In addition, a magnifying mirror, telephone shower and mechanical air extractor shall be installed.	Same as for 3 Star but the fittings shall be stylish and luxurious Shall have at each fitting a mixer valve.	Same as for 4 Star but in addition shall have a Jacuzzi
	25	50	75	100	125
3.4 SUITES					
3.4.1 Suite size	Not essential	Not essential	Junior Suite shall have a minimum size of 40 SQM	Executive Suite shall have a minimum size of 70 SQM	Presidential Suite shall have a minimum size of 175 SQM
			15	20	25
3.4.2 Suite Layout	Not essential	Not essential	Shall comprise at least three separate (3) rooms designated as bedroom,	Same as for 3 Star but in addition, shall have a meeting room and a lounge.	Same as for 4 Star but shall be suitable to host a president or other head of state/VVIP

			living room and a kitchenette with equipment to facilitate partial preparation of meals.		with separate boardroom, sitting room, en suite bedrooms, bathrooms, fully equipped kitchenette for food preparation, security rooms with independent access door.
			75	100	125
3.4.3 Lighting and Ventilation	Not essential	Not essential	The suite shall have sufficient illumination and superior quality light fixtures designed to taste. In addition, emergency lighting shall be provided. All rooms shall have adequate natural and/or artificial ventilation systems including heating and cooling system that are eco-friendly depending on the geographical location and controlled by the guests at their comfort.	Same as for 3 Star but shall be of exceptional quality and include an efficient mechanical extraction system.	Same as for 4 Star but with in-built innovative technology to create a microclimate.
			120	160	200
3.4.4 Facilities,	Not essential	Not essential	There shall be provision for essential suite supplies for	Same as for 3 Star but items shall be professionally	Same as for 4 Star but with emphasis on environmental

Supplies and Amenities			guest comfort.	branded and packaged.	sustainability.
			45	60	75
3.4.7 Communication service	Not essential	Not essential	There shall be an electric bell, internal and external communication and high-speed internet connectivity through wi- fi or hotspots	Same as for 3 Star but with telephone extensions provided in all rooms of the Suite.	Same as for 4 Star.
			30	40	50
3.4.8 Information in Suites	Not essential	Not essential	The suite shall have well designed, comprehensive and professionally branded information pack and/ or electronic Resort information services. In addition, provision shall be made for multi- lingual and visually enhanced material with copies in braille availed.	Same as for 3 Star but in addition information on the destination's attractions advertised electronically.	Same as 4 Star but shall have highly customized information services.
			60	80	100
3.4.9 Suite Bathroom Size	Not essential	Not essential	Shall not be less than 12 sqm.	Shall not be less than 15 sqm.	Shall not be less than 20 sqm.
			30	40	50
3.4.10 Bathroom Supplies	Not essential	Not essential	There shall be provision for essential bathroom	Same as for 3 Star but shall be luxurious and of	Same as for 3 Star but shall be of distinct packaging and

			suite supplies professionally branded, packaged and of superior quality for guest comfort.	exceptional quality.	style.
			60	80	100
3.4.11 Bathroom Fittings and Equipment	Not essential	Not essential	Bathroom shall be complete with essential fittings and equipment of very good quality. A lavish bathtub and /or shower cubicle with pressure jets shall be provided. In addition, shall be cleaned and sanitized regularly.	Same as for 3 Star but all equipment and fittings shall be luxurious and of excellent quality.	Same as for 4 Star but shall be of exceptional quality with palatial proportions and have a Jacuzzi.
			30	40	50
3.11.12 Towels and Bathrobes	Not essential	Not essential	For each bathroom, a minimum of two sets of superior quality white cotton towels comprised of bath, hand and face towels shall be provided and changed daily or at the convenience of the guests. Bath towel shall be at least 80cm by 150 cm.	Same as for 3 Star but shall be of exceptional size and quality and towel thread count of not less than 700gsm.	Same as for 4 Star but shall have a bath sheet of luxurious quality and towel thread count of not less than 750gsm.

			The towel thread count shall be of not less than 600 grams per square metre (gsm). In addition, bath robes, bathroom rug, non-slip rug shall be provided		
			75	100	125
3.5 KITCHEN					
3.5.1 Kitchen Size	Area including food stores and pantry shall be in proportion to the capacity of the facility, but shall not be less than 0.5 sqm per guest bed.	Same as for 1 Star but the area per guest bed shall not be less than 0.6 sqm.	Same as for 2 Star but the area per guest bed shall not be less than 0.75 sqm.	Same as for 3 Star but the area per guest bed shall not be less than 1 sqm.	Same as for 4 Star but in addition shall have at least one specialty kitchen.
	10	20	30	40	50
3.5.2 Relation to Restaurant	Shall be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency.	Same as for 1 Star.	Same as for 2 Star but with added provision for enhancement of service efficiency.	Same as for 3 Star but with a highly efficient and convenient method of conveying food.	Same as for 4 Star.
	15	30	45	60	75
3.5.3 Flow of food service	The kitchen shall be conveniently located in relation to the restaurant /dining area to facilitate service efficiency and one way flow of food service. There shall be two independent access ways to facilitate one- way movement between the kitchen and the restaurant/ dining	Same as for 1 Star.	Same as for 2 Star but with added provision for enhancement of service efficiency.	Same as for 3 Star but with a highly efficient and convenient method of conveying food.	Same as for 4 Star but with enhanced mechanisms for transmitting guest order information.

	room. If the kitchen is on another floor, there shall be separate food lifts to convey food to the restaurant/dining room				
	10	20	30	40	50
3.5.4 Organization of the Kitchen	There shall be provision for visible segregation and labelling in terms of work stations/work tops.	Same as for 1 Star but with different and appropriate working areas.appropriate working areas.	Same as for 2 Star but with partitioning and sections that are clearly labelled.	Same as for 3 Star but shall be highly organized.	Same as for 4 Star but shall be fully departmentalized.
	15	30	45	60	75
3.5.5 Kitchen worktops and equipment	Work tops shall be adequate, of non-rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored. Chopping boards shall be colour coded and knives specific for different functions	Same as for 1 Star but with appropriate equipment for each section which shall be handled hygienically. In addition, they shall be of good quality.	Same as for 2 Star, but surfaces made of stainless steel. In addition, kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/ washed separately on deep and high temperature wash cycle. In addition, they shall be of very good quality.	Same as for 3 Star, but of excellent quality material. Infra-Red thermometers shall be used.	Same as for 4 Star but of exceptional quality.

	to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use.				
	55	110	165	220	275
3.5.6 Hand wash Basin	Shall be conveniently located at the entrance and at least one more strategically located inside the kitchen with hygienically operated taps, running hot and cold water, detergent dispensing machine and paper towels.	Same as for 1 Star. But with good quality fittings and accessories provided	Same as for 2 Star. But with very good quality fittings	Same as for 3 Star but located at convenient sections of food preparation areas with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.
	15	30	45	60	75
3.5.7 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be safe, properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared.	Same as for 1 Star but the light fittings shall be of good quality.	Same as for 2 Star but light fittings shall be of very good quality and functional to provide a conducive working environment.	Same as for 3 Star but with excellent quality of fittings and finish	Same as for 4 Star but with emphasis on renewable energy.
	25	50	75	100	125
3.5.8 Regulation of	Adequate natural and/or mechanical	Same as 1 Star but with	Same as for 2 Star. But the	Same as for 3 Star, but with	Same as for 4 Star but shall

temperature	ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept.	mechanisms to regulate temperature in different sections of the Kitchen.	fittings shall be of very good quality.	effective mechanisms for maintaining appropriate temperatures in different sections of the Kitchen	be of exceptional quality.
	20	40	60	80	100
3.5.9 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap. All drains shall be maintained in good working condition, at all times. In addition, there shall be waste water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.	Same as for 1 Star but the grease trap mechanism used shall be environment ally friendly	Same as for 2 Star but with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.	Same as for 3 Star.	Same as for 4 Star but the grease trap in use shall be of up-to- date technology.
5.10 Floors, Walls and Ceilings	The floor shall be of non- slip, impervious materials and conducive to easy cleaning while the wall and ceiling shall be of appropriate material which is easy to clean. The floor and wall junctions shall be coved.	Same as for 1 Star but shall be of high- quality materials and finish	Same as for 2 Star but of superior quality materials and finish	Same as for 3 Star but of excellent quality	Same as for 4 Star but more luxurious and of exceptional quality.
	20	40	60	80	100
3.6 FOOD SAFETY & HYGIENE					
3.6.1 Food Hygiene	The facility shall comply with existing	Same as for 1 Star but in	Same as for 2 Star but shall	Same as for 3 Star but shall	Same as for 4 Star but shall

Policy and Procedures	food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training	addition shall document and implement procedures related to various functions related to food safety and hygiene.	also have an internationally recognized certification in food safety and hygiene	provide evidence of regular monitoring and evaluation of implementation and progress.	also be HACCAP Certified
	35	70	105	140	175
3.6.2 Food Safety and Quality	Food shall be prepared as per the recipes, well presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination. Food items shall be labelled and ingredients indicated.	Same as for 1 Star. But food shall be properly packaged and sealed.	Same as for 2 Star but the ingredients used shall ensure quality meals and presentation. Consideration given to providing Additionally, food traceability shall be evidenced.	Same as for 3 Star but enhanced culinary skills in preparation and presentation.	Same as for 4 Star but in addition innovation shall be demonstrated in the food preparation and service.
	60	120	180	240	300

3.6.3. Food equipment	Shall have appropriate and easy to clean food grade equipment for different types of food preparation areas.	Same as for 1 Star but the equipment shall be of good quality and easy to clean.	Same as for 2 Star but with wider variety of equipment.	Same as for 3 Star but with highly specialized equipment.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.6.4 Food Supplies	Shall have provision for designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items. Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non-food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to facilitate hygienic receipt of food items. Food shall be received in an area close to storage for ease in movement and to avoid	Same as 1 Star but with a supplies policy and plan in place. In addition, have evidence of an inventory of the suppliers and supplied items.	Same as 2 Star but with automated system and qualified personnel in place to update and manage stores.	Same as 3 Star but with an integrated supplies system.	Same as 4 Star but with evidence of local community empowerment through suppliers preferred.

	contamination. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, bio degradable and food grade packing material.				
	70	140	210	280	350
3.6.4 Food Supplies	Shall have provision for designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items. Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non-food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to	Same as 1 Star but with a supplies policy and plan in place. In addition, have evidence of an inventory of the suppliers and supplied items.	Same as 2 Star but with automated system and qualified personnel in place to update and manage stores.	Same as 3 Star but with an integrated supplies system.	Same as 4 Star but with evidence of local community empowerment through suppliers preferred.

	facilitate hygienic receipt of food items. Food shall be received in an area close to storage for ease in movement and to avoid contamination. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, bio degradable and food grade packing material.				
	70	140	210	280	350
3.6.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be stored in a clean and well- maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls.	Same as 1 Star but in addition all food shall be kept in the right temperature and proper records of the same be kept.	Same as 2 Star but in addition shall have interlinked stores management system.	Same as 3 Star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 Star but in addition conveyer method for ready food shall be provided.

	Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. In addition, FIFO concept in stock rotation shall apply.				
	60	120	180	240	300
3.7 RESTAURANTS					
3.7.1 Capacity	Total seating capacity shall be at least 30% of the bed capacity.	Total seating capacity shall be at least 40% of the bed capacity.	Total seating capacity shall be at least 50% of the bed capacity.	Total seating capacity shall be at least 80% of the bed capacity.	Total seating capacity shall be at least 90% of the bed capacity.
3.7.2 Features and Facilities	There shall be provision for at least one restaurant, open to residents and nonresidents, for breakfast lunch and dinner seven days a week. Shall be well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guest. Shall have a designated smoking room/area in accordance with local regulations.	Same as for 1 Star but with emphasis on efficient flow of services.	Same as for 2 Star but with at least two (2) restaurants and a coffee shop.	Same as for 3 Star but with at least one (1) specialty restaurant.	Same as for 4 Star but with fine dining and an elaborate a la carte services and menu.
	30	60	90	120	150
3.7.3 Furniture, Equipment and Accessories	Shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the	Same as for 1 Star but all shall be of high quality.	Same as for 2 Star but all shall be of superior quality and in harmony with	Same as for 3 Star but shall be luxurious and more elegant.	Same as for 4 Star but shall be distinctively luxurious and

	needs of Children and Persons with disabilities.		the Resort theme.		elegant.
	20	40	60	80	100
3.7.4 Interior Décor	Shall be modest, of good quality and functional, with harmony of colours.	Same as for 1 Star but shall be stylish and of quality finish.	Same as for 2 Star but of wider range, higher quality and comfort.	Same as for 3 Star but shall be more comfortable, of very high quality and in excellent condition	Same as for 4 Star but shall be superior sophistication.
	15	30	45	60	75
3.7.5 Floor, Walls and Ceilings	Finishing materials and fittings used shall be appropriate, good quality, easy to clean and well maintained.	Same as for 1 Star but with attention to detail and aesthetics.	Same as for 2 Star but of high quality materials and workmanship.	Same as for 3 Star.	Same as 4 Star but shall be of excellent quality, design and finish.
	15	30	45	60	75
3.7.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality. In addition, shall be dimmable with pleasant lighting effects. – for conservation purposes i.e effect on turtles	Same as for 1 Star but the light fittings shall be of high quality.	Same as for 2 Star but shall be tasteful and provide a pleasant ambience.	Same as for 3 Star but with superior quality of fittings and finish	Same as for 4 Star
	15	30	45	60	75
3.7.7 Regulation of Temperature	Provision for optimum use ofnatural ventilation shall be put in place. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star.	Same as for 2 Star but with quality fixtures and fittings.	Same as for 3 Star but with high quality fixtures and fittings.	Same as for 4 Star but with superior quality fixtures, fittings and unique design.
	10	20	30	40	50
3.7.8 Service	Shall be well	Same as for 1	Same as for 2	Same as for 3	Same as for 4

Stations	appointed and the number proportional to seating capacity of the restaurant.	Star but of appropriate design with provision for drawers, lockers and shelves	Star but in addition shall be of high quality and adequately stocked.	Star but of superior quality.	Star but shall be disguised from the guest view.
	15	30	45	60	75
3.8 MEALS					
3.8.1 Breakfast service	Breakfast food items shall be well presented and served at the correct temperature. There shall be sufficient staff to ensure prompt service at all times. Hours of breakfast shall be from 6.00am to 10.30 am. A choice of hot and cold items, including vegetarian options and other dietary requirements and healthy options	Same as for 1 Star but with at least three (3) course breakfast service provided. In addition, Continental breakfast provided with an acceptable range of cereals, bread and condiments	Same as for 2 Star but with at least four (4) course breakfast service provided. In addition, a wide variety of hot and cold items offered for breakfast,	Same as for 3 Star but with at least five (5) course breakfast service provided. A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	Same as for 4 Star but shall provide a comprehensive range of exceptional quality hot & cold dishes and experiential breakfast settings.
	15	30	45	60	75
3.8.2 Menu	Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage, spirit & wine list. Menus shall be electronic, digital, on fixed boards or laminated menu folder that can be cleaned and sanitized. A verbal explanation of dishes available shall be provided when required. In addition, shall clearly indicate prices	Same as for 1 Star but with better quality presentation and choices of a good range of hot and cold items, together with a choice of good quality accompaniments.	Same as for 2 Star but with at least a four (4) course menu and a wider selection of dishes and beverages. Menus highlighting local specialties offerings with a short discretion of ingredients. In addition, the menu shall be appropriately	Same as for 3 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five (5) courses and a rich beverage list.	Same as 4 Star but featuring excellent cuisine and very rich beverage list

	of all food items and extra charges, if any, shall be advertised.		branded.		
	25	50	75	100	125
3.8.3 Full-Service Lunch and Dinner	Lunch and dinner shall be served at specific times, according to market need, and clearly advertised. All foods shall be well-presented and served at the correct temperature. There shall be at least three (3) courses available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimers. Where provided, self-service buffets shall be laid out and operated in a practical and customer friendly manner and buffets replenished on a regular basis.	Same as for 1 Star but shall offer at least four (4) courses. Staff shall demonstrate high levels of food, beverage and wine product knowledge and service skills	Same as for 2 Star but shall offer at least five (5) courses. A choice of substantial hot and cold dishes. In addition, food on display shall be labelled with appropriate nutritional information. Staff shall demonstrate proactive service, anticipating customer requirements.	Same as for 3 Star but with a wide selection of beverages and a broad range of dishes of outstanding quality presentation. In addition, shall have personalized welcome, with guests escorted to their table in all areas where food and drinks are served.	Same as for 4 Star but offer at least seven (7) courses. Staff demonstrate outstanding levels of food, beverage and wine product knowledge and service skills.
	50	100	150	200	250
3.8.4 Light Refreshment	There shall be light refreshments of at least hot and cold drinks available to resident guests and their guests in public areas during the day and evening.	Same as for 1 Star but in addition snacks shall be provided.	Same as for 2 Star but in addition an assortment of snacks shall be provided.	Same as for 3 Star but in addition guests can order and be served at their table.	Same as for 4 Star but in addition the light refreshments and hot and cold drinks shall be available in

					rooms.
	20	40	60	80	100
3.8.5 Room Service	There shall be provision for room service on request during operating hours with SOPs in place.	Same as for 1 Star but in addition room service menu be made available.	Same as for 2 Star in addition a mini bar available and stocked on request.	Same as for 3 Star but in addition room service menu shall be available for all meals.	Same as for 4 Star.
	15	30	45	60	75
3.8.6 Style of Service	There shall be provision 2 styles of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 1 Star but shall have 3 styles of service.	Same as for 2 Star but shall have 4 styles of service.	Same as for 3 Star but shall have 5 styles of service.	Same as for 4 Star but shall have 7 styles of service.
	15	30	45	60	75
3.8.7 Range of dishes	Two courses available. The main course shall be a substantial hot dish.	Same as for 1 Star but with quality presentation and display.	Three courses available. A choice of substantial hot and cold dishes	Same as for 3 Star but with five courses. In addition, shall have a choice of hot and cold dishes at each course of Starters, main courses and desserts.	An extensive choice of food. A broad range of dishes of outstanding quality
	10	20	30	40	50
3.8.8 Crockery, Cutlery and Glassware	Stocks shall be adequate and appropriate for service of different meals and shall be of good quality and design	Same as for 1 Star but shall have appropriate storage and display.	Same as for 2 Star but shall be of high quality in design and finish	Same as for 3 Star but shall be of superior quality and design	Same as for 4 Star but shall be of exceptional quality with a touch of elegance and opulence.
	15	30	45	60	75
3.9 BEVERAGE SERVICE					
3.9.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and /or lounge. It shall be	Same as for 1 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be	Same as for 2 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance.	Same as for 3 Star but with at least three (3) BSA which shall be themed, elegant and very spacious complemented	Same as for 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy.

	fitted with a sink which has hot and cold running water. Appropriate BSA equipment shall be provided. There shall be designated common area with adequate seating space allowing free movement and comfort of resident guests, accessible throughout the day and evening. In addition, provision shall be made for completely barrier free area with appropriate facilities for PWDs. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA/restaurant in	spacious with good ambience. The lighting and temperature control fittings and fixtures shall be of good quality. Decor used shall have special emphasis on local artist's work or Photography of local scenes to enhance the visitor's sense of place.	Suitable seating layout and a range of appropriate furniture offering greater comfort and equipment meeting the market needs of the Resort shall be provided. The lighting and temperature control fittings and fixtures shall be of very good quality. The light fittings shall be tasteful and provide a pleasant ambience. In addition, shall have facilities to prepare for non-stocked refreshments.	with a variety of seating styles provided across a range of environments. Furniture and equipment shall be of excellent quality and luxurious. The lighting and temperature control fittings and fixtures shall be of excellent quality.	Furniture and equipment shall be of exceptional quality, with a touch of elegance and opulence. The lighting and temperature control fittings and fixtures shall be of exceptional quality. The light fittings shall be dimmable with pleasant lighting effects.

	accordance with local regulations.				
3.9.2 Alcoholic and/or Non-alcoholic Beverage Service	There shall be a wide selection of nonalcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non-alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed.	Same as for 1 Star but with an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	Same as for 2 Star but with a wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.	Same as for 3 Star but with a wide range of premium international brands with a detailed wine list available.	Same as for 4 Star but with an extensive selection of premium international brands and a sommelier.
	25	50	75	100	125
3.9.3 Menu Presentation	There shall be priced menu in card, electronic or digital formats available with a modest selection of beverage drinks, spirits, wines, snacks, cigars and cigarettes.	Same as for 1 Star but with quality presentation and choice.	Same as for 2 Star but with a wider selection of local and international drinks.	Same as for 3 Star but with an extensive selection of premium brands.	Same as for 4 Star but with a touch of luxury.
	50	100	150	200	250
3.10 CONFERENCE FACILITIES AND SERVICES					
3.10.1 Function / Meeting Rooms/Area size	The main function room shall be at least 50 SQM.	The main function room shall be at least 75 SQM.	The main function room shall be at least 80 SQM.	The main function room shall be at least 90 SQM.	The main function room shall be at least 100 SQM.
	5	10	15	20	25
3.10.2	Shall comply with the	Same as for 1	Same as for 2	Same as for 3	Same as for 4

Conference room	National minimum standards for MICE. In addition, there shall be provision for a conference room in conformity to the general theme of the Resort to ensure comfort of guests. Adequate washrooms in relation to conference capacity shall be conveniently located to public areas, properly ventilated, well lit, gender separated, and floor made of impervious nonslip material. Provision for persons with disabilities shall be made. Amenities shall be provided. There shall be high speed internet connectivity provided. Adequate spacing shall be provided between seats for ease of movement. Water, stationary and other conference room supplies shall be provided.	Star but in addition, have provision for at least two break away rooms There shall be provision of basic professional services	Star but with several conference rooms. There shall be provision for appropriate and adequate equipment and technology for conference and measures for sound management.	Star but there shall be provision for at least 3 break away rooms. In addition, specialized professional services shall be provided.	Star but with very high quality of audio visual. Shall have a dais provided on request and application of innovative technology.
	55	110	165	220	275
3.10.3 Furniture and Fittings	Shall be adequate, appropriate, functional, and comfortable.	Same as for 1 Star but of good quality	Same as for 2 Star but of superior quality	Same as for 3 Star but luxurious and more elegant	Same as for 4 Star but distinctively exceptional and elegant
	15	30	45	60	75
3.10.4 Banqueting Services	There shall be dedicated staff to provide banqueting services	Same as for 1 Star But the staff shall be well trained on conferencing services.	Same as for 2 Star but banqueting services shall be headed by a trained and certified F & B	Same as for 3 Star but shall have a fully-fledged department with a dedicated	Same as for 4 Star. But shall have equipment of exceptional quality to provide services

			supervisor.	Manager	
	15	30	45	60	75
3.10.5 Business Centre	There shall be provision for basic equipment to offer secretarial services.	Same as for 1 Star but with a wide range of equipment and services.	Same as for 2 Star but in addition courier services shall be provided.	Same as for 3 Star but the equipment and services shall be highly professional.	Same as 4 but equipment and services shall be sophisticated
	20	40	60	80	100
3.10.6 Professional Services	There shall be provision for interpretation and catering services.	There shall be provision for video recording and a stand-by I.T. personnel to assist.	Same as for 2 Star but in addition shall make provision for photographing, sign language and secretarial services.	Same as for 3 Star but with In-house catering and translation services provided.	Same as for 4 Star but in addition provide video conferencing.
	20	40	60	80	100
3.10.7 Equipment & Technology Usage	There shall be provision for good quality essential conference equipment. In addition, high speed internet connectivity shall be provided.	Same as 1 Star but with an ultra-modern projector.	Same as 2 Star but with a digital registration system.	Same as 3 Star but with high-quality audio-visual equipment and pop- up boxes mounted for each guest in a boardroom. There shall be provision for simultaneous translation booths.	Same as 4 Star but shall have video conferencing facilities. Where an amphitheater is available, gooseneck microphones shall be installed.
	15	30	45	60	75
	55	110	165	220	275
3.10.3 Furniture and Fittings	Shall be adequate, appropriate, functional, and comfortable.	Same as for 1 Star but of good quality	Same as for 2 Star but of superior quality	Same as for 3 Star but luxurious and more elegant	Same as for 4 Star but distinctively exceptional and elegant
	15	30	45	60	75
3.10.4 Banqueting Services	There shall be dedicated staff to provide banqueting services	Same as for 1 Star But the staff shall be well trained on	Same as for 2 Star but banqueting services shall be headed by a	Same as for 3 Star but shall have a fully-fledged department	Same as for 4 Star. But shall have equipment of exceptional

		conferencing services.	trained and certified F & B supervisor.	with a dedicated Manager	quality to provide services
	15	30	45	60	75
3.10.5 Business Centre	There shall be provision for basic equipment to offer secretarial services.	Same as for 1 Star but with a wide range of equipment and services.	Same as for 2 Star but in addition courier services shall be provided.	Same as for 3 Star but the equipment and services shall be highly professional.	Same as 4 but equipment and services shall be sophisticated
	20	40	60	80	100
3.10.6 Professional Services	There shall be provision for interpretation and catering services.	There shall be provision for video recording and a stand-by I.T. personnel to assist.	Same as for 2 Star but in addition shall make provision for photographing, sign language and secretarial services.	Same as for 3 Star but with In-house catering and translation services provided.	Same as for 4 Star but in addition provide video conferencing.
	20	40	60	80	100
3.10.7 Equipment & Technology Usage	There shall be provision for good quality essential conference equipment. In addition, high speed internet connectivity shall be provided.	Same as 1 Star but with an ultra-modern projector.	Same as 2 Star but with a digital registration system.	Same as 3 Star but with high-quality audio-visual equipment and pop- up boxes mounted for each guest in a boardroom. There shall be provision for simultaneous translation booths.	Same as 4 Star but shall have video conferencing facilities. Where an amphitheater is available, gooseneck microphones shall be installed.
	15	30	45	60	75
3.10.8 Acoustics/ Sound Management	Permissible sound management features shall be installed.	Same as for 1 Star but with deliberate effort to contain noise.	Same as for 2 Star but with deliberate regulation of background noise.	Same as for 3 Star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but in addition, orient the openings away from natural sounds.

	10	20	30	40	50
3.11 GUEST AUXILIARY SERVICES					
3.11.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Non-plastic laundry bags for collection of dirty clothes shall be provided. Laundry shall be washed in hot cycles of prescribed temperatures. Personal protective equipment (PPE) for staff shall be provided. Ensure use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall be properly labelled and stored. Hazardous wastes shall be properly disposed. Have appropriate and adequate equipment that are regularly maintained and records kept. Shall have a preventive maintenance program for all equipment in the laundry. Shall ensure hot and cold indicators on the tap faucets.	Same as for 1 Star but shall have a laundry list available.	Same as for 2 Star but with appropriate washing and ironing equipment.	Same as for 3 Star but with pressing services and 24- hour return laundry services.	Same as for 4 Star but with express services available.
	60	120	180	240	300
3.11.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room	Same as for 1 Star. But with basic baby- sitting facilities and	Same as for 2 Star but with modest baby-sitting facilities.	Same as for 3 Star but with provision for an elaborate crèche with at	Same as for 4 Star but with at least two (2) trained baby

		equipment.		least one (1) baby sitters.	sitters.
	25	50	75	100	125
3.11.3 Transport Services and car wash services	There shall be provision for guest transport	Same as for 1 Star but in addition outsourced transport services.	Same as for 2 Star but there shall be appointed transport services by the facility. In addition, car wash services shall be provided on request	Same as for 3 Star but with professional services available.	Same as for 4 Star but in addition, shall have other customized transport services.
	25	50	75	100	125
3.11.4 Shoe Shine Services	Provision for shoe shining service shall be made available on request	Same as for 1 Star	Same as for 2 Star. Provision shall be made for a shoe shining facility in every floor.	Same as for 3 Star But shall provide shoe shine sponge as part of room amenities.	Same as for 4 Star
	5	10	15	20	25
3.11.5 Shopping facilities	There shall be provision for guest shopping facilities stocked with essential items.	A gift shop stocking items essential for guests shall be within reach of the establishment.	Same as for 2 Star but shall have a gift/convenience shop within the establishment	Same as for 3 Star but the shop shall well- stocked with souvenirs and convenience items.	Same as for 4 Star
	10	20	30	40	50
3.11.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room	Same as for 1 Star. But with basic baby- sitting facilities and equipment.	Same as for 2 Star but with modest baby-sitting facilities.	Same as for 3 Star but with provision for an elaborate crèche with at least one (1) baby sitters.	Same as for 4 Star but with at least two (2) trained baby sitters.
	25	50	75	100	125
3.11.3 Transport Services and car wash	There shall be provision for guest transport	Same as for 1 Star but in addition outsourced transport	Same as for 2 Star but there shall be appointed transport	Same as for 3 Star but with professional services	Same as for 4 Star but in addition, shall have other customized

services		services.	services by the facility. In addition, car wash services shall be provided on request	available.	transport services.
	25	50	75	100	125
3.11.4 Shoe Shine Services	Provision for shoe shining service shall be made available on request	Same as for 1 Star	Same as for 2 Star. Provision shall be made for a shoe shining facility in every floor.	Same as for 3 Star But shall provide shoe shine sponge as part of room amenities.	Same as for 4 Star
	5	10	15	20	25
3.11.5 Shopping facilities	There shall be provision for guest shopping facilities stocked with essential items.	A gift shop stocking items essential for guests shall be within reach of the establishment	Same as for 2 Star but shall have a gift/convenience shop within the establishment	Same as for 3 Star but the shop shall well- stocked with souvenirs and convenience items	Same as for 4 Star
	10	20	30	40	50
PART FOUR: - 4.0 SAFETY & SECURITY					
4.1 Safety and Security	Shall ensure the facility meets the safety and security standards as guided by Occupational Safety and Health (OSHA) There shall be appropriate measures to secure the facility perimeter. In addition, the facility shall have adequate, properly trained and equipped security personnel. Communication system connected to the external response team. Guest records shall be	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but with a security policy and a dedicated Safety & Security Committee.	Same as for 3 Star but shall provide evidence of collaboration with other relevant security agencies	Same as for 4 Star But with well documented Emergency Response plan and implementation matrix.

	kept in accordance with the local laws and regulations. Safety information shall be provided to guests and a disclaimer signed on arrival. Evidence of emergency drills and training with other relevant agencies with records kept. Be in contact with the local security agencies.				
	45	90	135	180	225
4.2 Access Control	There shall be manned entrances and exits 24- hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for persons with disabilities. Vehicle screening shall be done and proper records maintained, shall include car registration number, car make, number of occupants, vehicle colour, time and date of entry and	Same as for 1 Star but with access barriers.	Same as for 2 Star but with staff and guests' movement control within the premises.	Same as for 3 Star but with Electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.

	exit.				
	50	100	150	200	250
4.3 Guest screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure guest registration during check in is done with original official identification documents.	Same as for 1 Star but with vehicle scanner (Where applicable).	Same as for 2 Star but with Walkthrough Metal Detectors.	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star but with sophisticated equipment of exceptional quality.
	30	60	90	120	150
4.4 CCTV Surveillance	CCTV Cameras at entry points, reception, perimeter and public areas manned at all times. The information captured shall be stored for at least one (1) month. The cameras shall have night and day vision. Shall ensure security officers are equipped to undertake surveillance with appropriate equipment. In addition, shall have a control point that is manned 24/7, have a communication system terminating at the security office/switchboard, have flash lights, have evidence of recorded	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well lit.	Same as for 2 Star but the information captured shall be stored for at least 2 months.	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star But the information captured shall be stored for at least 6 months.

	patrol activities and have emergency contacts.				
	35	70	105	140	175
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security. In addition, there shall be provision for safe deposit services.	Same as for1 Star, but with higher quality fittings withprovision for double locking system and door lens\peep. The door lens \peep shall be fitted at heights that takes into account the national anthropometric measurements.	Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
	35	70	105	140	175
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be	Same as for1 Star. But fixtures and fittings shall be of good quality.	Same as for 2 Star but equipment shall be specialized and efficient for fire protection.	Same as for 3 Star but with an integrated firefighting system in place	Same as for 4 Star but fixtures and fittings shall be of exceptional high quality

	provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in- house core firefighting team and records of fire drills kept. There shall be a store for all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area\room and 'No smoking' signage prominently displayed in accordance with the national laws. Kitchen shall have an Ansul system of putting out gas fire.				
	55	110	165	220	275
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system covering all public areas for at least 8 hours.	Same as for1 Star. But shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with a backup alternative source of power providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	20	40	60	80	100
4.8 Emergency Medical Support	Well stocked First Aid Kits shall be provided in strategic locations and accident-prone areaswithatleastone staffbeing well trained in basic first aid application techniques.	Same as for 1 Star. But shall have staff trained in first aid in all sections.	Same as for 2 Star but with a registered Clinical officer/ Nurse/ Doctor on call.	Same as for 3 Star but with ambulance or air lifting services on call.	Same as for 4 Star. In addition, shall have an on- site clinic with a registered Clinical officer/ Nurse/ Doctor subject to national regulations

	15	30	45	60	75
4.9 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable national electrical safety laws.	Same as for 1 Star. But with good quality materials, fittings and workmanship.	Same as for 2 Star but with very good quality materials, fittings and workmanship.	Same as for 3 Star. But with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with exceptional quality materials, fittings and workmanship.
	10	20	30	40	50
5.0: - WELLNESS & RECREATION SERVICES					
5.1 Swimming Pool	Shall have a modest size swimming pool.	Shall not be less than 50 SQM with a separate pool for children.	Same as for 2 Star but shall not be less than 75 SQM.	Same as for 3 Star but shall not be less than 90 SQM.	Same as for 4 Star but shall be more than 100 SQM.
	5	10	15	20	25
5.2 Swimming Pool & Related Facilities	The swimming pool shall be well maintained to ensure safety of swimmers. The pool shall have as minimum: - Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Rules. Pool surround deck/area with non-slip surface. Pool furniture. Separate changing rooms for men and women. A separate pool/area for children. Clear markings to indicate depth at differentpoints. Suitably trained, certified and equipped attendants and life savers. Shall have 'no diving	Same as for 1 Star	Same as for 2 Star but refreshments and snacks shall be provided at the swimming pool area	Same as for 3 Star but shall have a chlorine dosing pump.	Same as for 4 Star but with high quality of design and finishes.

	signage' Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with pH range of 6.8 - 7.4'. Shall have telephone access within close proximity with emergency numbers clearly indicated. Shall have a CCTV Coverage in the public pool area.				
	85	170	255	340	425
5.3 Fitness and Wellness services	There shall be provision for a health club fully equipped with a trained and certified fitness instructor, trained in first aid and cardio pulmonary resuscitation (CPR). Staff shall adhere to service etiquette. Shall be in good condition and with well-maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is changed after every use, properly washed, sanitized and in good condition	Same as for 1 Star but with a basic massage parlor and ensure use of approved and certified products.	Same as for 2 Star but with at least a Spa. Spa ther apists shall wear appropriate Personal Protective Equipment (PPE). Spa equipment shall be sterilized between treatment Spa linen shall be replaced after each treatment	Same as for 3 Star but with a Sauna, Steam Bath, well-equipped fitness room and a well- trained instructor. Emergency alarms shall be fitted inside sauna and steam rooms and terminated at the security control room	Same as for 4 Star but with a fully equipped health center and a fitness & wellness team.
	60	120	180	240	300

5.4 Entertainment and Recreation	Some form of entertainment shall be provided.	Same as for 1 Star but there shall be a schedule of recreational activities that is well displayed.	Same as for 2 Star but with more elaborate, properly organized and scheduled entertainment and recreational activities. At least one competent animator shall be available	Same as for 3 Star but the different forms of entertainment should cater for different ages.	Same as for 4 Star but with evidence of a contract with entertainment service providers. There shall be a team of competent animators
	15	30	45	60	75
6.0 HUMAN RESOURCES AND STAFF FACILITIES					
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person from a recognized institution with a relevant experience of at least one year.	Same as for 1 Star but shall be under the supervision of a person trained and experienced in Resort management, assisted by one or more persons with similar training.	Same as for 2 Star but the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 2 years.	Same as for 3 Star But the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 5 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of a national professional association
	20	40	60	80	100
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 50% of the staff shall possess certified qualifications from recognized institutions.	Same as for 1 Star but the proportion of professionally certified staff shall be at least 60%	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.

	10	20	30	40	50
6.3 Departmental Heads	Depending on the size and organizational structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day-to-day operations in each department.	Same as for1 Star. But there shall be at least two suitably qualified and experienced persons to assist in the day- to-day operations in each department.	Same as for 2 Star but each department shall be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.	Same as for 3 Star but with a duty manager available at all times.	Same as for 4 Star but each department shall be under the management of a person or persons with appropriate training from a recognized institution with over 10years experience
	15	30	45	60	75
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure. Terms and conditions of service, statutory benefits and Training programs	Same as for 1 Star. But shall have both internal and external programs and evidence of implementation.	Same as for 2 Star but each department shall have their own customized training programs.	Same as for 3 Star but shall have a Human Resource Management department	Same as for 4 Star but shall have a training unit.
	20	40	60	80	100
6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training shall be continuous and cover relevant topic and emerging issues.	Same as for 1 Star but with scheduled training, a designated training room for in-house training programs.	Same as for 2 Star with the addition of an external training program. Comprehensive in- house training programs shall be in place.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.
	30	60	90	120	150
6.6 Staff	Staff shall be well groomed, properly uniformed with name	Same as for 1 Star but staff shall have	Same as for 2 Star but staff shall display	Same as for 3 Star but staff uniforms shall	Same as for 4 Star but staff uniforms shall

Grooming and Professional etiquette	tags indicating their designation on the uniforms at all times. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional etiquette. Staff working in hazardous areas shall have (PPE) personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.	different uniforms for the different departments.	high professional etiquette.	be of excellent quality and staff trained on professional etiquette.	be of exceptional quality.
	35	70	105	140	175
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes and rewards performance of all staff at least annually.	Same as for 1 Star but staff recognition shall be at least bi-annual.	Same as for 2 Star but in addition, the Resort shall annually undertake staff satisfaction evaluation for the purpose of continuous improvement	Same as for 3 Star but with recognition of staff by department. In addition, there shall be an annual Team Building activity.	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.
	30	60	90	120	150
6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with additional of annual events such as staff parties.	Same as for 4 Star but with quarterly events.

	with disabilities shall be provided.				
	20	40	60	80	100
6.9 Staff Welfare and Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Staff, drivers and guides accommodation where applicable. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of facilities proportionate to the facility	Same as for 3 Star but the facilities shall be of much higher quality and accommodation facilities shall be en-suite.	Same as for 4 Star. But the facilities shall be of exceptional quality and standards.
	45	90	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the facility.	Same as for 1 Star but with elaborate information on Resort details and services provided in the guest information	Same as for 2 Star but with an interactive website linked to social media platforms. In addition, information shall be	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star but with an E-Commerce enabled website.

		pack that is in the guestroom and electronically at the reception and public areas.	offered electronically in guestrooms.		
	15	30	45	60	75
7.2 Social Media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests' comments, complains and the action taken on the same.	Same as for 2 Star but with presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback. In addition, shall have evidence of management feedback on guest complains.	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on complaints received.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party and documented monthly reports of complaints handled
	35	70	105	140	175
7.3 Complaints Handling	There shall be evidence of compliance to national consumer protection laws. In addition, there shall be procedure for complaint handling and records of the action taken on the same	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but with a documented complaint handling SOP at departmental level.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but shall have documented monthly reports of complaints handled
	25	50	75	100	125
7.4 Recognition Awards	Presence of at least one Award issued by a reputable and relevant national institution in the	Presence of at least two Awards issued by a reputable and relevant national	Presence of at least one Award issued by a reputable and relevant regional	Presence of at least two Awards issued by a reputable and relevant regional	Presence of at least one Award issued by a reputable and relevant international

	preceding five years.	institution in the preceding five years.	(within Africa) institution in the preceding five years.	(within Africa) institution in the preceding five years.	institution in the preceding five years.
	15	30	45	60	75

CRITERIA FOR LODGES

SCORE FOR LODGES

1. To qualify for One Star grading, a Lodge must score at least 20% of the overall total maximum scores in Lodge criteria, and a minimum of 40% in Guest Service Section.
2. To qualify for Two Star grading, a Lodge must score at least 39% of the overall total maximum scores in Lodge criteria, and score a minimum of 50% in Guest Service Section.
3. To qualify for Three Star grading, a Lodge must score at least 56% of the overall total maximum scores in Lodge criteria, and at least score a minimum of 60% in Guest Service Section
4. To qualify for Four Star grading, a Lodge must score at least 71% of the overall total maximum scores in Lodge criteria, and at least 65% in each section.
5. To qualify for Five Star grading, a Lodge must score at least 86% of the overall total maximum scores in Lodge criteria, and score a minimum of 80% in each section. Additionally, must have a presidential suite and be HACCP Certified.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health& recreational services, Human Resource &Staff facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to lodges situated within or in close proximity to the main attraction of the area.

2. Product Designators

Lodge: A commercial hospitality establishment physically designed to blend with the natural or cultural environment (using naturally and locally occurring material) and have minimum impact on the environment with at least five lettable rooms located within or near a natural ecosystem or conservation area with majority of clientele being leisure or adventure seekers and has at least one guided natural or cultural experience.

(a) Guest expectations

(i) A destination experience focused on minimal adverse impact on the environment

(ii) Commitment to ecological preservation and protection;

(iii) Engagement and strong representation of the local culture (through design, room décor, availability of local craft, use of local produce and participation in cultural activities within the local community).

(b) Definitions

For the purpose of this standard the following definitions shall apply:

Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers.

A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a lodge that is outside their natural habitats where they usually are established.

Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks

and sometimes, light meals.

Conference room supplies – means amenities and supplies provided for guests attending conference meetings, they include potable water, stationary and conference equipment.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one or more speakers or honored guests.

Detectors – Smoke and fire detectors

Deep cleaning – means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

Deluxe suite – A suite that comprises an ensuite bedroom, a living/sitting area, a meeting room, and a lounge.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include; a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

Essential guest supplies – means amenities and supplies provided by the lodge for guests' needs and convenience.

They include: safe drinking water, water glasses, Do Not Disturb sign, guest stationary, soap, toilet paper, bed side rag, laundry bag, air freshening supplies, hygiene kit, waste bins and hot water bottle on request.

Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that are provided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, a hook for clothes, a non-slip surface or mat for use in the bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

Essential Suite facilities, supplies and amenities - means the features and supplies in a suite/ family room that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

Executive Suite – A room that features a separate living –sitting area, a dining area and a lounge in addition to the bedroom.

Façade – means the front exterior part of the lodge that is observable by the guest from the entrance.

Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

Fittings and Fixtures – means items in a property that are attached to the building or to

equipment

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the lodge by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the lodge together in order to work as one entity.

Gram per square meter (gsm) – means the metric measure of a fabric's weight, it is defined as the spread rate at which one gram of a fabric is spread over the area of one square meter which means the higher the gsm number the denser the fabric.

Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Mixology – means the skill of mixing cocktails and other drinks.

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound – means the allowable level of sound that can be exposed to the human area at particular situations.

Person with Disability means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers.

Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and quantifying food served to them.

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

Pre-plated / American service – means a style of service where food is portioned and pre- plated in the kitchen and served by a waiter.

Presidential Suite – means a suite that is suitable to host a president or other head of state/VVIP with a separate boardroom, sitting room, bedrooms, bathrooms, fully equipped kitchenette for food preparation, and security rooms with independent

access door.

Right Temperatures -

(a) Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

(b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

(c) Cold foods; shall be held at temperatures below 5^{0}C.

Russian service – means a style of service where food is elaborately presented, well decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the lodge together in order to work as one entity.

Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as Facebook, twitter, bookings, Instagram, etc.

Sommelier – means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

Styles of service – means the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service.

Suitable –means something that is fit or appropriate for a particular purpose.

Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Acronyms

a) BSA – Beverage Service Area

b) CSR - Corporate Social Responsibility

c) EMS -

d) FIFO – first in first out

e) FSMS- Food Safety Management System

f) GSM – Grams per Square Meter

g) HACCP – Hazard Analysis and Critical Control Point

h) LAN – Local Area Network

i) MOAs - Memorandum of Agreements

j) OSHA- Occupational Safety and Health Act

k) PPE –Personal Protection Equipment

l) PWD – Persons with Disabilities

m) SOP – Standards Operating Procedures

n) SQ. M.- Square Meter

o) UN – United Nations

p) W.C. – Water Closet

q) WAN – Wide Area Network

r) WHO – World Health Organization

3. Requirements : The following shall be the requirements for a lodge:					
SECTION–ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
1.0 PHYSICAL QUALITY FEATURES					
1.1 LOCATION ACCESS					
1.1.1 Location	The location of the facility shall be suitable for a Lodge and easily accessible. Shall have clear, visible and appropriate signage.In addition, shall bensafe, comfortable, offers tranquillity andthe environment shall be free from any form of pollution.	Same as for 1 star	Same as for 2 star, but shall have an online presence to enhance accessibility.	Same as for 3 star but with an exclusive appeal to high end clientele and in close proximity to the main attraction of the area.	Same as for 4 star but have customised means of access.
	40	80	120	160	200
1.1.2 Site Suitability	The facility shall be in a site suitable for a lodge and in harmony with the natural and/or built up environment.	Same as for 1 Star but with additional efforts to enhance the aesthetics of the site.	Same as for 2 Star but with an Impressive site offering greater vantage iterms of scenery and rich in biodiversity.	Same as for 3 Star but the locality including the outlook shall be suitable for a lodge of internationally recognizable standards.	Same as for 4 Star but with evidence of innovative ways to improve on the aesthetics of the site
	20	40	60	80	100
1.1.3 Entrances & Exits	There shall be separate and independent access points for the lodge guests, staff and for deliveries. In addition, shall have a design and layout that minimize security risk and aids proper access control. Shall provide hand washing facilitywith running water and soap or approved hand sanitizer at the entrance/ exit of the facility and other strategic location proportional to the size of the facility, which shall be hygienically operated.	Same as for 1 star but with clear and protected pathways.	Same as for 2 star but artistically designed and having an aesthetic appeal.	Same as for 3 star but shall be in line with the lodge theme. Additionally, a distinction vehicular pedestrian entrances shall be in place.	Same as for 4 star but with exclusive entrance and exit for high end clientele.
	35	70	105	140	175

1.2 BUILDING ARCHITECTURAL FEATURES					
1.2.1 Design and Layout	The lodge shall be in conformity with the Building Code and other existing building regulations, modest in style, beauty and structurally sound. It shall be in harmony with the physical built up, natural, social and Cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but its finish shall be of a higher quality in design and décor.	Same as for 3 Star but the façade shall be of high appeal.	Same as for 4 Star but shall have a design theme with elegant, unique and distinctive features.
	30	60	90	120	150
1.2.2 Entrance Canopy	Optional	There shall be a functional canopy at the entrance of the building to protect guests from weather elements.	Same as for 2 star but shall be adequate to provide cover for at least one vehicle at a time.	Same as for 3 star but shall accommodate at least 2 to 3 vehicles at the same time. It shall also be well designed and proportional to the foyer.	Same as for 4 star but shall be elaborate, match the design, theme of the lodge and be of high quality and prominent.
	20	40	60	80	100
1.2.3 Provision for Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip-textured / roughened finishes, firm and even route/ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background. In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas. There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	Same as for 4 Star. But shall have at least four specially designed rooms for PWD's. In addition, lift shall have flashing lights linked to alarms and emergency buttons.

	from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be Clearly displayed in Swahili, English and/or French in large fonts & pictograms.				
	95	190	285	380	475
1.2.4 Efficient flow of Services	The building shall be well designed to enable efficient use of space and flow of service.	Same as for 1 star but with connected service points.	Same as for 2 star but with emphasis on aesthetics And functionality.	Same as for 3 star but with efficient connectivity to ensure optimum utilization of spaces.	Same as for 4 star but in addition shall embrace international best practice.
	20	40	60	80	100
1.2.5 Lighting, Ventilation & Temperature Control	The facility shallhave provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public	Same as for 1 Star but with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and temperature control.	Same as for 3 Star with quality fixtures and fittings and tasteful to provide a pleasant ambiance.	Same as for 4 Star but with exceptional quality fixtures and fittings.

	areas and outdoor areas shall be eco-friendly.				
	25	50	75	100	125
1.2.6 Floors, Walls& Ceilings	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards.	Same as for 1 star but with good quality, fittings, workmanship and finish.	Same as for 2 star but with high quality materials and finish.	Same as for 3 star but with excellent quality materials and finish.	Same as for 4 star but with exceptional quality materials and finish.
	20	40	60	80	100
1.2.7 Ge neral Stores	Shall make provision for adequate general storage facilities with separation of different types of merchandise /goods, well ventilated and maintained.	Same as for One Star but with proper designation/lab elling and shelving	Same as for two Star, but better organized, in terms of goods segregation, layout.	Same as for Three Stars but enhanced separation in terms of rooms with high quality shelving.	Same as for four Stars but with material control system.
	20	40	60	80	100
1.3 PUBLIC AREAS					
1.3.1 Lobby, Lounge and Public Areas Size	Shall be as per building code and the minimum size shall not be less than 0.5 sq. m. per guest bed.	Same as for 1 star but the minimum size shall not be less than 1 sq. m. per guest bed.	Same as for 2 Star but with a minimum size of not less than 1.5 sq. m. per guest bed.	Same as for 3 star but with a minimum size of not less than 2 sq. m. per guest bed.	Same as for 4 Star but with a minimum size of not less than 2.5 sq. m. per guest bed.
	5	10	15	20	25
1.3.2 Lobby/Lounge Facilities	There shall be Provision for a lobby/lounge with seating area proportionate to the capacity of the establishment. Adequate and appropriate furniture shall be provided. An appropriate safety and emergency procedures prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the	Same as for 1 Star but with Furniture furnishing and fittings of good quality.	Same as for 2 Star but with a distinct lobby and lounge with appropriate décor.	Same as for 3 Star but with furniture, décor	Same as for 4 Star but with excellent design, material, workmanship and a high degree of Luxury and ambiance.

	lobby area.				
	40	80	120	160	200
1.3.3 Circulation Areas (Corridors, Staircases and walkways)	Shall allow easy passage and be well lit and finished with a non-slip material, well maintained and in-line with the Building Code. Side railings shall be provided where applicable. Shall have accessible well- lit emergency escape routes /doors free from obstruction and with clear directional signage. 'No smoking' signage prominently displayed.	Same as for 1 Star but shall have appropriate décor.	Same as for 2 Star but finished to good quality And incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and of excellent finish.
	30	60	90	120	150
1.3.4 Provision for Parking	There shall be provision for adequate and secure parking space in close proximity to the lodge and in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well-marked demarcations.	Same as for 1 star but with provision for parking tags/passe (where applicable) and defined parking routes for vehicles.	Same as for 2 star but with adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star
	30	60	90	120	150
1.3.5 Public Washrooms	There shall be provision for public washrooms conveniently located near public areas, gender segregated, properly ventilated, well lit, clean, sanitized, functional, with adequate amenities and properly secured at all times. Good impervious non- slip and easy to clean material shall be used for floors and walls. Wall covering materials shall reach a minimum height of 1½ meters	Same as for 1 Star but the materials used shall be of good quality.	Same as for 2 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but the materials used shall be of excellent quality.	Same as for 4 Star but in addition a well equipped powder space shall be provided.

	from the floor. There shall be at least one (1) washroom for persons with disabilities (PWD). There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying.				
	40	80	120	160	200
1.3.6 Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than 1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet- paper holder shall be easily accessible for use while seated.	Same as 1 star but the fittings shall be of very good quality	Same as 2 star but the fittings shall be o Public f high quality	Same as 3star but the fittings shall be of excellent quality	Same as 4 star but the fittings shall be of exceptional quality. In addition, the basin shall be adjacent to the toilet and located no more than 300mm from the toilet seat to enable the user to wash hands while seated.
	30	60	90	120	150
2.0 SUSTAINABILITY REQUIREMENTS					

2.1 Environmental Architectural Features	The architectural features shall Incorporate eco-friendly technologies including the alignment / layout of buildings to maximize use of natural lighting and ventilation as well as rain water harvesting. In addition, local building materials shall be used.	Same as for 1 Star but with greater emphasis on harmony with the environment.	Same as for 2 Star but with emphasis on sophistication, style and aesthetic appeal.	Same as for 3 Star but the façade shall be of excellent quality finish.	Same as for 4 Star but shall Have unique, elegant and distinctive features in complete harmony with the environment.
	35	70	105	140	175
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery.	Same as for 1 Star but with deliberate effort to plant additional indigenous species that are in harmony with the surrounding environment and correspond to the climatic conditions.	Same as for 2 Star but providing directional and environmental awareness signage.	Same as for 3 Star but landscaping shall be elaborate, of high quality and well maintained with aesthetic appeal.	Same as for 4 Star but shall have spacious grounds. In addition there shall be utility information of the plants.
	35	70	105	140	175
2.3 Acoustics/ Noise Management	Permissible sound management features shall be in place for comfort and privacy of guests.In addition, informative signage shall be put in place.	Same as for 1 Star but deliberate effort to contain noise from generating points /noise sensitive areas of the facility.	Same as for 2 star but with deliberate regulation of background noise.	Same as for 3 star but with ound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings Toward natural sounds.
	30	60	90	120	150
2.4 Environmental Policy & Plans	Shall have annual environmental audits in place.	Same as for 1 Star but withn environmental policy and implementation plan in place.	Same as for 2 Star but with evidence of sensitization of staff & guests and cascading to departmental level and with clear budgetary plans.	Same as for 3 Star but with evidence of Implementation and communication.	Same as for4 Star but with Evidence of Environmental Management systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation. Shall have

					evidence of monitoring and evaluation.
	35	70	105	140	175
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately. Solid waste shall be stored in a temperature regulated area.	Same as for 1 Star but in addition effective separation at source and clear labelling of waste throughout the facility bins.	Same as for 2 Star, but shall have effective solid waste management plan and measures to avoid, reduce, re-use and recycle (A3R).	Same as for 3 Star, but shall monitor and record all types of waste and has plans with the goal to minimize wastage.	Same as for 4 Star, but shall have an integrated solid waste management system.
	40	80	120	160	200
2.6 Effluent discharge/ Waste Water Management	Shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water, food and environmental pollution. In addition, provision for grease trap for	Same as for 1 Star, but with efficient wastewater treatment plant that is regularly inspected. Quarterly records of effluent analysis from accredited laboratory maintained.	Same as for 2 Star, but shall have evidence of regular desludging.	Same as for 3 Star, but shall have technical staff with appropriate skill and capacity to handle waste water management.	Same as for 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water.
	kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable).				

	40	80	120	160	200
2.7 Water conservation & Management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. In addition, the lodge shall demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g. rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report.	Same as for 1 Star but in addition shall have estimated water usage records at different sections of operations. Deliberate sensitization and promotion on water conservation to staff and guests. Shall ensure adequate storage capacity to last at least 4 days in case of water supply breakdown.	Same as for 2 Star but with evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 star but shall demonstrate evidence of water monitoring at source and all points of use. Direct involvement in water programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 star but establish alternative sources e.g. rain water harvesting. Embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.
	50	100	150	200	250
2.8 Energy Conservation	There shall be provision for efficient and cost effective energy sources in use. Deliberate effort to promote use of clean energy. In addition, evidence of Sensitization and promotion on energy conservation measures to staff and guests provided. Shall have alternative sources of energy.	Same as for 1 star but in addition shall install energy conservation devices.	Same as for 2 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience. In addition, shall have regular energy audits and records kept.	Same as for 3 star but in addition shall have in place an energy conservation policy, an energy plan with Implementation matrix and have an energy committee in place.	Same as for 4 star but in addition have evidence of appropriate energy saving appliances.
	40	80	120	160	200
2.9 Supplies Chain Management.	Shall have a supply chain management policy and procedure in place.	Same as for 1 star but with evidence of host community preference.	Same as for 2 Star but shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 star but have quality assurance measures in place.	Same as for 4 star but shall embrace information technology that supports multi-level decision making in supplies.
	25	50	75	100	125
2.10 Corporate Social Responsibility	Shall have at least one community empowerment initiative.	Shall have clear community empowerment	Same as for 2 star but with a CSR policy,	Same as for 3 star but with evidence of	Same as for 4 Star but with deliberate

(CSR)	Shall be in good elations with the neighborhood national security agencies and other key emergency responders.	programs and budget linking And the host community.	implementation plan and communication strategy in place.	implementation. In addition, demonstrated MOAs and agreements.	measures of assessing the impact of specific programs
	35	70	105	140	175
3.0 GUEST SERVICES					
3.1 FRONT OFFICE SERVICES					
3.1.1 Reception Service Area	There shall be a designated personnel on call for at least 18 hours. In addition, after hours' key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a communication system connected to all areas of the facility and an emergency notification system. Shall have an automation of processes to minimize touch points such as check in/out and paperless transactions (where possible). Shall provide hand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the facility and other strategic location proportional to the size of the facility, which shall be hygienically operated. Implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, clear, accurate and consistent. Health and Safety briefings shall be	Same as for 1 star but with additional provision for porterage services.	Same as for 2 star but reception area shall be manned for 24 hours a day.	Same as for 3 star but in addition shall have designated guest relations service.	Same as for 4 star but the services shall be highly specialized.

	provided to all guests in line with the facility's SOPs for arrival/ check in or boarding of vehicles. There shall communication system connected to all areas of the facility and an emergency notification system. All guests check in/registration shall be done using original identification documents. There shall be provision for Plexiglas barriers at payment counters. Shall promote digital communication/ provision of notices and any other sensitization information at strategic locations. Shall provide a designated section with safe deposit facility available for guests covered by CCTV and with proper records.				
	75	150	225	300	375
3.1.2 Reservation	There shall be clear an efficient reservation and cancellation policy There shall be measures to capture guest details manually or online.	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network (LAN).	Same as for 3 Star but with some form of integration.	Same as for 4 Star with Wide Area Network (WAN) where applicable and in addition shall be fully integrated.
	25	50	75	100	125
3.1.3 Luggage, lost and found services	There shall be a clear procedure for handling lost & found items and a designated safe storage facility.	Same as for 1 star but in addition shall have a policy in place.	Same as for 2 star but shall provide evidence of an inventory of the lost & found items and a collection list	Same as for 3 star but with the appropriate personnel handling lost & found items.	Same as for 4 star but with a management report.
	20	40	60	80	100
3.1.4 Concierge and Luggage	There shall be provision for guest assistance	Same as for 1 Star but in addition there	Same as for star, but with	Same as for 3 Star, but the personnel shall be	Same as for 4 Star but with 18 hours' porterage

Handling services	service. Guest luggage shall be disinfected after offloading.	shall be provision for appropriate equipment for luggage handling.	designated personnel.	appropriately uniformed Knowledgable in customer care.	services assistance with luggage available.
	25	50	75	100	125
3.1.5 Billing and Modes of payment	There shall be provision for acceptable billing and payment modes. In addition there shall be provision for payment through be provision for mobile money services and a payment card reading process data quickly (PDQ) machine.	Same as for 1 Star but there shall be provision for provision for undertaking transactions in at least 1 international currency exchange.	Same as for 2 star In addition, there shall be provision for foreign exchange services for at least one international currency.	Same as for 3 star in addition, there shall be provision for foreign exchange services for at least two international currencies.	Same as for 4 star, in addition, there shall be provision for foreign exchange services for at least three international currencies.
3.1.6 Communication and internet Services	Timely and accurate information shall be provided to guests. Appropriate communication channels shallbe available. In addition, a telephone exchange facility and guestroom telephones provided. *Wi-fi* shall be provided in all public areas and guestrooms.	Same as for 1 star but with appropriate equipment of good quality.	Same as for 2 star but with high speed reliable *Wi-fi* available in all areas of the lodge. In addition to a functional business center.	Same as for 3 star but with a fully equipped business center with adequate secretarial services as required by guests.	Same as for 4 star But with a dedicated business centre for conferencing and in addition, have satellite link and video conferencing facility.
	25	50	75	100	125
3.2 GUESTROOMS					
3.2.1 Guest Room size	Shall be as per building code and minimum size of guest room shall be 10 sq.	Same as for 1 Star but minimum size to be 12 sq. m.	Same as for 2 Star but minimum size to be 15 sq. m.	Same as for 3 Star but minimum size to be 20 sq. m.	Same as for4 Star but minimum size to be 25 sq. m.
3.2.2 Guestroom cleaning	Guestrooms shall be clean and odorless. Cleaning of the guestroom shall be done daily and disinfected after every check out. Depending on the layout of the facility and the room sizes, the ratio of Personnel to guestrooms shall be at most 1:12. Staff shall be properly	Same as for 1 star but guestroom attendants shall be well trained and there Shall be documented evidence of daily cleaning.	Same as for 2 star but shall have specialized cleaning equipment and environmentally friendly detergents.	Same as for 3 star but shall provide evidence of deep cleaning done at intervals.	Same as for 4 star but the specialized cleaning equipment and supplies shall be of exceptional quality.

	equipped with Appropriate cleaning equipment and PPE's and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating Procedures (SOP's) in place. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping Hand gloves shall be cleaned and disinfected between rooms. Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turndown services shall be restricted to facilitate minimum contact.				
	45	90	135	180	225
3.2.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190 cm (5x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length
	5	10	15	20	25
3.2.4 Bedding Requirements & Quality	Bedding shall be white and of good quality cotton or linen fabric with a thread count of 150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet with at least two	Same as for 1 Star but shall be of high quality and have a thread count of 180 gsm.	Same as for 2 Star but shall have provision for a stock sheet and have a thread count of 200 gsm.	Same as for 3 Star but shall be of much higher quality and have a thread count of 250 gsm.	Same as for 4 Star but shall be of superior quality and with a higher degree of luxury and have a thread count of 300 gsm.

	pillows, mosquito net covering the entire bed and long enough to reach the floor. In addition, there shall be provision for appropriate curtains and upholstery. Linen shall be changed after every two days or at the uests' convenience and with every new guest. Shall have provision for a stock sheet.				
	30	60	90	120	150
3.2.5 Guestroom Décor	Décor shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the lodge's theme.	Same as for 3 Star but shall be of superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.
	15	30	45	60	75
3.2.6 Window coverings	There shall be provision for sheers and opaque curtains at a ratio of 1:2 ½ (window to curtain ratio) with a maximum allowance of 5 cms above the floor and in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape, width and of very good quality.	Same as for 3 Star but of superior quality and excellent condition.	Same as for 4 Star but of exceptional quality providing full blackout.
	20	40	60	80	100
3.2.7 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.2.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch	Same as for 1 star but have provided portable or other light fixtures suitable for a study table.	Same as for 2 Star but with additional quality light fixtures over the dressing table mirror.	Same as for 3 star but with a master switch and bedside lights with switches Conveniently located within reach of the guests and with aesthetic	Same as for 4 star but light fittings and fixtures shall be of exceptional quality.

	shall be located by the door entrance.			features.	
	30	60	90	120	150
3.2.5 Guestroom Décor	Décor shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the lodge's theme.	Same as for 3 Star but shall be of superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.
	15	30	45	60	75
3.2.6 Window coverings	There shall be provision for sheers and opaque curtains at a ratio of 1:2 ½ (window to curtain ratio) with a maximum allowance of 5 cms above the floor and in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape, width and of very good quality.	Same as for 3 Star but of superior quality and excellent condition.	Same as for 4 Star but of exceptional quality providing full blackout.
	20	40	60	80	100
3.2.7 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.2.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the door entrance International multi-power point/plug adaptor shall be made available on request..	Same as for 1 star but have provided portable or other light fixtures suitable for a study table.	Same as for 2 Star but with additional quality light fixtures over the dressing table mirror.	Same as for 3 star but with a master switch and bedside lights with switches Conveniently located within reach of the guests and with aesthetic features.	Same as for 4 star but light fittings and fixtures shall be of exceptional quality.
	40	80	120	160	200
3.2.9 Guest room Temperature	All guestrooms shall have adequate natural and/or Artificial ventilation. In addition,	Same as for 1 star but the heating and cooling system	Same as for 2 star but shall be of very good quality and include an	Same as for 3 star.	Same as for 4 star.

Control	there shall be provision for heating and cooling systems that are eco-friendly and that can be individually controlled by guests to their comfort levels based on geographical location of the establishment and for all seasons.	shall be of good quality.	efficient mechanical extraction system.		
	25	50	75	100	125
3.2.10 Furniture and Fittings	All rooms shall have a bed, Bedside table fitted with a socket and at least one chair which shall be of good quality and ondition. All rooms shall have lamp shades and at least 3 functional sockets and a computer data point. Mattress shall not be less than 15 cms thick with two matching pillows.	Same as for 1 star but with a study table with suitable chairs, lighting and a multi-power plug or point shall be provided.	Same as for 2 star but shall be of very good quality. The rooms shall have at least one couch provided.	Same as for 3 star but all rooms shall have bed(s), Bedside table(s) and couches of excellent quality and appropriate to the number of guests perroom. Lighting and a multi-power plug or point shall be provided.	Same as for 4 star but with a higher degree of luxury.
	35	70	105	140	175
3.2.11 Wardrobe & Luggage Storage	There shall be provision for adequate in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	Same as for 1 star but with provision for a minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets.	Same as for 2 star but with an additional luggage stand per room.	Same as for 3 star but excellent level of drawer or shelf and provision for male and female hangers.	Same as for 4 star but of superior quality
	25	50	75	100	125
3.2.12 Guest information services	There shall be provision for adequate literature covering services & recreation activities, Internal telephone directory, telephone tariffs, menus, emergency and fire exit procedures in the rooms. Special notice regarding lodge lien and liabilities shall be well displayed. All	Same as for 1 star but the quality of the materials used shall be good.	Same as for 2 star but information shall be in any other internationally recognizable language relevant to the lodge.	Same as for 3 star but with a comprehensive guest information directory.	Same as for 4 star but the comprehensive information directory shall be multi-lingual and made of visually enhanced material.

	information shall be provided in Kiswahili and English / French. There shall be prompt, clear, accurate and consistent health, safety and hygiene information.				
	35	70	105	140	175
3.2.13 Guestroom Numbering	Guestrooms shall be numbered, lettered or otherwise designated with clear signage.	Same as for 1 Star but of good quality.	Same as for 2 Star but of very good quality fittings.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with exceptional finishes.
	15	30	45	60	75
3.2.14 Guest room supplies	Essential guest supplies shall be provided for guest comfort, in addition shall provide hygiene kit to guests as part of in-room amenity during their stay.	Same as for 1 star but all items shall be of good quality.	Same as for 2 star but shall be of very good quality.	Same as for 3 star but shall be professionally branded with emphasis on environmental sustainability and of excellent quality.	Same as for 4 star but with additional guest room supplies. The items shall be of exceptional quality.
	25	50	75	100	125
3.2.15 Communication services in Rooms	An electric bell, light /sound signal or telephone/radio shall be provided in every room for internal communication. Where applicable, telephone shall have an emergency call button or speed dial number.	Same as for 1 Star but in addition, high speed *Wi- Fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial. Computer data points/hot spots.	Same as for 3 Star	Same as for 4 Star.
	20	40	60	80	100
3.3 GUEST BATHROOMS					
3.3.1 Guest Bathroom size	Bathroom/WC of not less than 3.5 sq. m.	Bathroom/WC of not less than 4sq. m.	Bathroom/WC of not less than 5 sq. m.	Bathroom/WC of not less than 6sq. m.	Bathroom/WC of not less than 8sq. m.
	5	10	15	20	25
3.3.2 Towels and Bathrobes	Towels and bathrobes shall be white, adequate, of good quality material in good condition, with	Same as for 1 Star but with towel thread count of 400	Same as for 2 Star but with towel thread count of 450 gsm. Bath towel shall be at	Same as for 3 star but with towel thread count of 550 gsm, the bath towel shall not be	Same as for 4 Star but with towel thread count of 600 gsm and shall be of

	towel thread count of 350 gsm and changed daily or on guest request. Bath mat of modest material shall be provided.	gsm.	least 70cm by 140 cm and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe.	of less than 100cm x 150cm and shall be of higher quality material.	much higher quality.
	25	50	75	100	125
3.3.3 Bathrooms Amenities and Fittings	All bath rooms shall be en-suite to each guestroom, equipped with essential bathroom amenities and shall have a vanity kit. Arabic shower /bidet shall be provided. In addition, shall have internal locks, grab rails at shower area, have proper lighting and have electrical fittings well maintained and properly earthed. There shall be provision for sufficient hot water and shower with adequate flow of water. A lidded Water Closet (WC) with assorted toilet paper, toilet paper holder and a lined, lidded waste bin and sanitary bags shall be provided.	Same as for 1 star but fitted with a large mirror and have shower cubicle/ bathtub.	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed. In addition, shall have at each fitting a mixer valve.	Same as for 3 Star but all equipment shall be of high quality and have a telephone extension/ radio.	Same as for 4 star but the fittings shall be stylish and luxurious and in addition shall have a Jacuzzi.
	40	80	120	160	200
3.4 SUITES / FAMILY ROOM					
3.4.1 Suites/Family Room size	Not essential	Not essential	Not essential	Shall make provision for a suite/family room with a minimum size of 40 sq. m.	Same as for 4 Star, but in addition shall have more spacious rooms with a minimum size of 70sq. m.
3.4.2 Suites/Family Room Layout	Not essential	Not essential	Not essential	Shall comprise of 2 or more rooms designated as bedroom and living/dining room and have provision for	Shall comprise of 3 or more rooms designated as bedroom, living room, dining room and/ or

				adequate interconnecting space.	kitchenette with equipment to facilitate partial preparation of meals. All bedrooms shall be en-suite.
				80	100
3.4.3 Lighting and Ventilation	Not essential	Not essential	Not essential	The suite shall have adequate natural and/or artificial lighting and ventilation. Temperature control devices shall be provided. Light switch of very high quality shall be located at the entrance door and by the bedside. In addition, there shall be bedside lamps provided; 2 at the bedside per sleeping position of each guest and 1 at the reading table. The suite shall have sufficient illumination and emergency lighting provided.	Same as for 4 Star but with provision for safety light and the design and finish of fittings shall reflect a much higher degree of luxury.
3.4.4 Facilities, Supplies and Amenities	Not essential	Not essential	Not essential	There shall be rovision for essential suite facilities, Supplies and amenities. In addition, room ervice shall be provided on 24 hour basis.	Same as for 4 Star. In addition, all the utensils, tools and accessories shall be of very high quality.
				80	100
3.4.5 Furniture and fittings	Not essential	Not essential	Not essential	A quality bedside table, quality dining table with at least four (4) chairs, and a quality couch shall be provided.	Same as for 4 Star but with excellent quality furniture and fittings.

				In addition, there shall be waste bin with lining, a bed & mattress (at least 15 cms thick), a television, computer data points, several power points and a telephone. A reading/dressing table with 2 seats and a full length mirror, a coffee table, ironing board, iron box, snacks and a well- stocked minibar shall be provided.	
				100	125
3.4.6 Furnishing and Linen	Not essential	Not essential	Not essential	Bedding shall be white and of high quality cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in and shall be well designed, in harmonized colour scheme. All beds shall have under-blankets, two bed sheets and top blanket or duvet with appropriate pillows. Mechanism for mosquito control where necessary. Appropriate curtains and upholstery shall be of excellent quality, finish and well maintained. Linen shall be changed after every two days and with every new guest or at	Same as for 4 Star but Materials and fittings shall be of exceptional quality and luxurious.

				the convenience of the guests.	
				160	200
3.4.7 Communication service	Not essential	Not essential	Not essential	There shall be an electric bell, internal and external communication and high speed internet connectivity.	Same as for 4 Star but with telephone extensions provided in all rooms of the Suite.
				40	50
3.4.8 Information in Suites	Not essential	Not essential	Not essential	The suite shall have well designed, comprehensive and professionally branded information pack and/ or electronic lodge information services. In addition, provision shall be made for multi-lingual and visually enhanced material with copies in braille availed. Information on the destination's attractions shall be advertised electronically.	Same as 4 Star but shall have highly customized information services.
				80	100
3.4.9 Bathroom supplies in Suites/Family room	Not essential	Not essential	Not essential	There shall be provision for essential suite facilities, supplies and amenities. In addition, supplies shall be professionally packaged and branded. A hygiene and a vanity kit shall be provided.	Same as for 4 Star but the supplies shall be of high quality and luxurious.
				80	100

3.4.10 Bathroom size	Not essential	Not essential	Not essential	The bathroom size shall be of at least 10 sq. m. and spacious enough to accommodate	Same as for 4 Star but the size shall be at least 12 sq. m.
3.5.5 Hand wash Basin	There shall be provision for hygienically operated hand wash basins that are adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non-perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star but with good quality fittings.	Same as for 2 Star but conveniently located at each section with high quality fittings.	Same as for 3 Star with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.
	15	30	45	60	75
3.5.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared.	Same as for 1 Star but the light fittings shall be of better quality.	Same as for 2 Star but light fittings shall be of very good quality and functional.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with Emphasis on renewable energy.
	25	50	75	100	125
3.5.7 Regulation of temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept.	Same as 1 Star but with mechanisms to regulate temperature in different sections of the Kitchen.	Same as for 2 Star but the fittings shall be of very good quality.	Same as for 3 Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen.	Same as for 4 Star but shall be of exceptional quality.
	25	50	75	100	125
3.5.8 Drainage	All drains in and around the kitchen shall be	Same as for 1 Star but the	Same as for 2 Star but with	Same as for 3	Same as for 4 Star but the grease

	covered and connected to the drainage system of the building via grease trap. All drains shall be maintained to avoid flooding of floors.	grease trap mechanism used Shall be environmentally friendly. Management of sewerage systems that are geared towards enhancing efficiency.	innovative Approaches	Star.	trap in use shall be of up-to-date technology
	30	60	90	120	150
3.5.9 Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non- slip impervious Materials and Conducive to easy cleaning. The floor and wall junctions shall be coved.	Same as for 1 star but shall be of high quality materials and finish	Same as for 2 star but of superior quality materials and finish	Same as for 3 star but shall be of excellent quality.	Same as for 4 star but more luxurious and of exceptional quality.
	25	50	75	100	125
3.6 FOOD SAFETY & HYGIENE					
3.6.1 Food Hygiene Policy & Procedure	The lodge shall comply with existing food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training	Same as for 1 Starbut in addition,shall Document and implement procedures related to various functions related to food safety and hygiene various functions related to food safety and hygiene..	Same as for 2 star but shall also have a HACCP Plan.	Same as for 3 star but shall provide evidence of regular monitoring and evaluation of implementation and progress.	Same as for 4 star but shall also be ISO 22002 certified or HACCP Certified
	35	70	105	140	175
3.6.2 Food Safety and Quality	Food shall be prepared as per the recipes, well-presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right	Same as for 1 Star. But food shall be properly packaged and sealed.	Same as for 2 Star but the ingredients used shall ensure quality meals and presentation. Consideration given to providing healthy eating options. Additionally, food traceability	Same as for 3 Star but enhanced culinary skills in preparation and presentation.	Same as for 4 Star but in addition innovation shall be demonstrated in the food preparation and service.

	temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent od contamination. Food items shall be labelled and ingredients indicated.		shall be evidenced.		
3.6.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be stored in a clean and well- maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. In addition, FIFO concept	Same as 1 Star but in addition all food shall be kept in the right temperature and proper records of the same be kept.	Same as 2 Star but in addition shall have interlinked stores management system.	Same as 3 Star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 Star but in addition conveyer method for ready food shall be provided.

	in stock rotation shall apply.				
	60	120	180	240	300
3.7 RESTAURANTS					
3.7.1 Capacity	Total seating capacity shall be at least 30% of the bed capacity.	Total seating capacity shall be at least 40% of the bed capacity.	Total seating capacity shall be at least 50% of the bed capacity.	Total seating capacity shall be at least 80% of the bed capacity.	Total seating capacity shall be at least 90% of the bed capacity.
	10	20	30	40	50
3.7.2 Features and Facilities	There shall be provision for at least one restaurant, open to residents and nonresidents, for breakfast lunch and dinner seven days a week. Shall be well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guest. Shall have a designated smoking room/area in accordance with local regulations.	Same as for 1 Star but with emphasis on efficient flow of services.	Same as for 2 Star but with at least two (2) restaurants and a coffee shop.	Same as for 3 Star but with at least one (1) specialty restaurant.	Same as for 4 Star but with fine dining and an elaborate a la carte services and menu.
	30	60	90	120	150
3.7.3 Furniture, Equipment and Accessories	Shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Children and Persons with disabilities.	Same as for 1 Star but all shall be of high quality.	Same as for 2 Star but all shall be of superior quality and in harmony with the Resort theme.	Same as for 3 Star but shall be luxurious and more elegant.	Same as for 4 Star but shall be distinctively luxurious and elegant.
	20	40	60	80	100
3.7.4 Interior Décor	Shall be modest, of good quality and functional, with harmony of colours.	Same as for 1 Star but shall be stylish and of quality finish.	Same as for 2 Star but of wider range, higher quality and comfort.	Same as for 3 Star but shall be more comfortable, of very high quality and in excellent condition	Same as for 4 Star but shall be superior sophistication.
	15	30	45	60	75
3.7.5 Floor, Walls and	Finishing materials and fittings used shall	Same as for 1 Star but with	Same as for 2 Star but of high	Same as for 3 Star.	Same as 4 Star but shall be of

Ceilings	be appropriate, good quality, easy to clean and well maintained.	attention to detail and aesthetics.	quality materials and workmanship.		excellent quality, design and finish.
	15	30	45	60	75
3.7.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality. In addition, shall be dimmable with pleasant lighting effects. – for conservation purposes i.e effect on turtles	Same as for 1 Star but the light fittings shall be of high quality.	Same as for 2 Star but shall be tasteful and provide a pleasant ambience.	Same as for 3 Star but with superior quality of fittings and finish	Same as for 4 Star
	15	30	45	60	75
3.7.7 Regulation of Temperature	Provision for optimum use of natural ventilation shall be put in place. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star.	Same as for 2 Star but with quality fixtures and fittings.	Same as for 3 Star but with high quality fixtures and fittings.	Same as for 4 Star but with superior quality fixtures, fittings and unique design.
	10	20	30	40	50
3.7.8 Service Stations	Shall be well appointed and the number proportional to seating capacity of the restaurant.	Same as for 1 Star but of appropriate design with provision for drawers, lockers and shelves	Same as for 2 Star but in addition shall be of high quality and adequately stocked.	Same as for 3 Star but of superior quality.	Same as for 4 Star but shall be disguised from the guest view.
	15	30	45	60	75
3.8 MEALS					
3.8.1 Breakfast timing, menu and cuisine.	Hours of breakfast shall be from 6.00am to 10.00 am. Breakfast menu shall provide a wide variety of cuisine and dietary requirements.	Same as for 1 star but with at least three (3) course breakfast service provided.	Same as for 2 star but with at least four (4) course breakfast service provided.	Same as for 3 star but with at least five (5) course breakfast service provided	Same as for 4 star but shall Provide for experiential breakfast settings.
	15	30	45	60	75
3.8.2 Menu	A Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage	Same as for 1 Star but with better quality presentation	Same as for 2 Star but with at least a four (4) course menu and a wider selection	Same as for 3 Star but with superior quality cuisine, wide choice of both a	Same as 4 Star but featuring excellent cuisine and very rich

	list. Menus shall be electronic, on fixed boards or laminated menu folder that can be cleaned and sanitized.	and choice	of dishes and beverages	la carte and table d'hôte of at least five (5) courses and a rich beverage list.	beverage list.
	25	50	75	100	125
3.8.3 Full-Service Lunch	There shall be at least three (3) courses available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimers.	Same as for 1 star but shall offer at least four (4) courses.	Same as for 2 star but offer at least five (5) courses. A choice of substantial hot and cold dishes. In addition, food on display shall be Labelled with appropriate nutritional information.	Same as for 3 star but with a wide selection of beverages.	Same as for 4 star but offer at least seven (7) courses.
	25	50	75	100	125
3.8.4 Light Refreshments, Snacks & Teas	There shall be hot and cold drinks available to guests in the public area at specified times.	Same as for 1 star but in addition snacks shall be provided.	Same as for 2 star but in addition an assortment of snacks shall be provided.	Same as for 3 star but in addition guests can order and be served.	Same as for 4 star but in addition the light refreshments and hot and cold drinks shall be available in rooms.
	20	40	60	80	100
3.8.5 Full Service Dinner	There shall be at least three (3) courses available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimers.	Same as for 1 star but shall offer at least four (4) courses.	Same as for 2 star but offer at least five (5) courses. A choice of substantial hot and cold dishes. In addition, food on display shall be labelled with appropriate nutritional information.	Same as for 3 star but with a wide selection of beverages. In addition, there shall be provision for fine dining service.	Same as for 4 star but offer seven (7) courses and experiential dinner service.
	25	50	75	100	125
3.8.6 Room Service	There shall be provision for room service on request during operating hours with SOP's in place.	Same as for 1 star but in addition room service menu be made available.	Same as for 2 star in addition a mini bar available and stocked on request.	Same as for 3 star but in addition room service menu shall be available for all meals.	Same as for 4 star.
	15	30	45	60	75

3.8.7 Styles of Service	There shall be provision for at least two (2) styles of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 1 star	Same as 2 Star but in addition have at least three (3) styles of service.	Same as 3 Star but in addition have at least four (4) styles of service.	Same as for 4 Star but shall have a wide range of styles of service
	10	20	30	40	50
3.8.8 Range of Dishes	Two (2) courses available. The main course shall be a substantial hot dish.	Same as for 1 star but with quality presentation and display.	Three (3) courses available. A choice of substantial hot and cold dishes	Same as for 3 Star but with four (4) courses.	An extensive choice of food. A broad range of dishes of outstanding quality
	10	20	30	40	50
3.8.9 Crockery, Cutlery and Glassware	Stocks shall be adequate and appropriate for service of different meals and shall be of good quality and design	Same as for 1 Star but shall have Appropriate storage and display.	Same as for 2 Star but shall be of high quality in design and finish	Same as for 3 star but of excellent quality and design	Same as for 4 Star.
	15	30	45	60	75
3.9 BEVERAGE SERVICE					
3.9.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and /or lounge. It shall be fitted with a sink which has hot and cold running water Shall have seating space allowing free movement and comfort of guest. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be	Same as for 1 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be spacious with good ambiance. The lighting and temperature control fittings and fixtures shall be of good quality.	Same as for 2 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance. In addition, shall have facilities to prepare for non-stocked refreshments. Furniture and equipment shall be of veryigh quality, offering greater comfort. The lighting and temperature control fittings and fixtures shall be of very good quality. The light fittings shall be tasteful and provide a pleasant ambience.	Same as for 3 Star but with at least three (3) BSA which shall be themed, elegant and very spacious. Furniture and equipment shall be of excellent quality and luxurious. The lighting and temperature control fittings and fixture shall be of excellent quality.	Same as for 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy. Furniture and equipment shall be of exceptional quality, with a touch of elegance and opulence. The lighting and temperature control fittings and fixtures shall be of exceptional quality. The light fittings shall be dimmable with pleasant lighting effects.

	controlled. There shall be a designated smoking room/area outside the BSA/restaurant in accordance with local regulations				
	60	120	180	240	300
3.9.2 Alcoholic and/or Non-alcoholic Beverage Service	There shall be a wide selection of nonalcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed. Restrooms shall be conveniently located, gender segregated and with provision for persons with disabilities. Adequate spacing shall be provided between seats for safety and ease of movement. Water, stationary and other conference room supplies shall be provided. Meeting rooms shall be properly lit, well ventilated and allow free flow of air. Online booking shall be promoted to minimize physical registration walk-in clients.	Same as for 1 star but with an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	Same as for 2 star but with a wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.	Same as for 3 star but with a wide range of premium international brands with a detailed wine list available.	Same as for 4 star but with an extensive selection of premium international brands and a sommelier.

	50	100	150	200	250
3.9.4 Menu Presentation	There shall be priced menu cards available with a modest selection of drinks.	Same as for 1 star but with quality presentation and choice.	Same as for 2 star but with a wider selection of local and international drinks.	Same as for 3 star but with an extensive selection of premium brands.	Same as for 4 star but with a touch of luxury.
	25	50	75	100	125
3.10 CONFERENCE FACILITIES AND SERVICES					
3.10.1 Function / Meeting Rooms/Area	There shall be provision conformity to the general theme of the lodge to ensure comfort of guests.	Same as for 1 star but in addition, there shall be high speed internet connectivity provided.	Same as for 2 star but with a larger area. There shall be provision for appropriate equipment for meetings and measures for sound management.	Same as for 3 star but with provision for online meeting platforms and service and breakaway spaces.	Same as for 4 star but with very high quality audio visual equipment. Shall have a dais provide on Request and Application of innovative technology.
	40	80	120	160	200
3.11 GUEST AUXILIARY SERVICES					
3.11.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Dirty laundry shall be collected and transported in non-plastic laundry bags. Laundry shall be properly washed in hot cycles of prescribed temperatures. Shall provide Personal protective equipment (PPE) for staffand ensure use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall be properly labelled and stored. Hazardous wastes shall be properly disposed.	Same as for 1 star but shall have a laundry list available.	Same as for 2 star but with appropriate washing and ironing equipment.	Same as for 3 star but with pressing services and same day return laundry services.	Same as for 4 star but with express services available on request.

	Have appropriate Shall have a preventive maintenance program for all equipment in the laundry Shall ensure hot and cold indicators on the tap faucets.				
	65	130	195	260	325
3.11.2 Baby Care Services and Lactation Centre	There shall be provision for baby care services on request and a lactation room.	Same as for 1 Star but with basic baby-sitting facilities and equipment.	Same as for 2 star but with modest baby- sitting facilities.	Same as for 3 star.	Same as for 4 star but with provision for an elaborate crèche with at least two (2) baby sitters.
	20	40	60	80	100
3.11.4 Guiding services	There shall be provision for professional and certified guiding services.	Same as for 1 star.	Same as for 2 star but in addition shall have specialized guidin g services.	Same as for 3 star but with resident guides.	Same as for 4 star but with resident naturalist.
	15	30	45	60	75
4.0 SAFETY & SECURITY					
4.1 Safety and Security	Shall ensure the facility meets the safety and security standards as guided by Occupational Safety and Health Act (OSHA). There shall be appropriate measures to secure the lodge perimeter. In addition, the facility shall have adequate, properly trained and equipped security personnel. Communication system Connected to the external response team. Guest records shall be kept in accordance with local laws and regulations. Safety information shall be provided to guests and a disclaimer signed on arrival. Evidence of emergency drills and training with	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but with a security policy and a dedicated Safety & Security Committee.	Same as for 3 Star but shall provide evidence of collaboration with other relevant security agencies.	Same as for 4 Star.

	other relevant agencies with records kept. Shall be in contact with the local security agencies.				
	45	90	135	180	225
4.2 Access Control	There shall be manned entrances and exits 24-hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and with directional signage. Shall have safe havens for emergency evacuation with secret exit point. Shall have a well-documented and implemented search procedure. Shall have easy access for persons with disabilities. Vehicle screening shall be done and proper records maintained, shall include car registration number, car make, number of occupants, vehicle colour, time and date of entry and exit. Shall have design and layout that minimize security risk and aids proper access control.	Same as for 1 Star but with access barriers.	Same as for 2 Star but with staff and guests' movement control within the premises.	Same as for 3 Star but with electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.
	55	110	165	220	275
4.3 Guest screening	There shall be provision for metal and explosive detectors Shall Have all luggage search and / or screening by trained security personnel. Shall have adequate number of trained male an d female security	Same as for 1 Star but with vehicle scanner (Where applicable).	Same as for 2 Star but with Walkthrough Metal Detectors.	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star but with sophisticated equipment of exceptional quality.

	officers to conduct searches and recordings. Shall ensure that all guests and joiners' registration is done with original and official identification documents.				
	30	60	90	120	150
4.4 CCTV Surveillance	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well lit.	Same as 1	Same as for 2 Star but the information captured shall be stored for at least 2 months	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star but the information captured shall be stored for at least 6 months.
	35	70	105	140	175
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security. In addition, there shall be provision for safe deposit services.	Same as for 1 Star, but with higher quality fittings with provision for double locking system and door lens\peep. The door lens \peep shall be fitted at heights that takes into account the national anthropometric measurements.	Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
	35	70	105	140	175
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, in excellent condition, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire	Same as for1 Star but fixtures and fittings shall be of good quality.	Same as for 2 Star but equipment shall be specialized and efficient for fire protection.	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptional high quality.

	exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in house core firefighting team and records of fire drills kept. There shall be a store for all gas cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws. Kitchen shall have an ansul system for putting out gas fire				
	65	130	195	260	325
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system covering all public areas for at least 8 hours.	Same as for 1 Star but shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with a backup alternative sources of power providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the lodge.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	20	40	60	80	100
4.9 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable national electrical safety laws.	Same as for 1 Star but with good quality materials, fittings and workmanship.	Same as for 2 Star but with high quality materials, fittings and workmanship.	Same as for 3 Star but with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with exceptional quality materials, fittings and workmanship.
10	20	30	40	50	
5.0 WELLNESS & RECREATION SERVICES					
5.1 Swimming Pool size	Not essential	Not essential	Swimming pool shall not be less than forty (40)	Swimming pool shall not be of less than fifty	The Main pool shall not be less than seventy five

			square meters.	(50) square meters.	(75) square meters. There shall be atleast two (2) swimming pool of adequate size.
			15	20	25
5.2 Swimming Pool Services	Not essential	Not essential	A swimming pool of adequate size shall be provided and well maintained to ensure safety of swimmers. The pool shall have: Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Regulations. Pool surround deck/area with non-slip surface. Beds and mattresses. Separate changing rooms for men and women. A separate pool/area for children. Clear markings to indicate depth Different points. Suitably trained, certified and equipped attendants and life savers. Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/litre, with	Same as for 3 Star but with CCTV Coverage in the public pool area. In addition, shall have a chlorine dosing pump.	Same as for 4 Star but with high quality of design and finishes.

			pH range of 6.8 - 7.4 Shall have telephone access within close proximity with emergency numbers clearly indicated.		
			240	320	400
5.3 Fitness and Wellness services	There shall be provision for fitness equipment and or aerobics with a trained and certified fitness attendant, trained in first Aid and cardio pulmonary resuscitation (CPR). Staff shall adhere to service etiquette. Shall be in good condition and with well-maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is changed after every use, properly washed, sanitized and in good condition.	Same as for 1 Star but with a basic massage parlor and ensure use of approved and certified products.	Same as for 2 Star but with at least a Spa. Spa therapists shall wear appropriate Protective Equipment (PPE). Spa equipment shall be sterilized between treatment. Spa linen shall be replaced after each treatment.	Same as for 3 Star but with a Sauna, Steam Bath, well-equipped fitness room and a well-trained instructor. Emergency alarms shall be fitted inside sauna and steam rooms and terminated at the security control room.	Same as for 4 Star but with a fully equipped and fitness and wellness center and a fitness team.
	15	30	45	60	75
6.0 HUMAN RESOURCES AND STAFF FACILITIES					
	60	120	180	240	300
5.4 Entertainment and Recreation facilities	There shall be provision for some form of entertainment.	Same as for 1 star but with a variety of forms of entertainment provided.	Same as for 2 star but with Properly organized and scheduled entertainment and recreational facilities.	Same as for 3 star but the different forms of entertainment should be cater for different ages.	Same as for 4 star but with evidence of a contract with entertainment service providers or inhouse entertainment team.
6.1 Management Skills & Competencies	The facility shall be under the Management of a suitably trained person and holder of at least a degree or equivalent qualification in hotel	Same as for 1 Star but shall be under the supervision of a person trained in hotel management	Same as for 2 star but the lodge shall be supervised by a highly trained and experienced	Same as for 3 Star but the facility shall be supervised by a highly trained and experienced person, assisted	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions.

	management from a recognized institution with a relevant experience of at least one year.	and experienced in lodge management, assisted by one or more persons with similar training.	person, assisted by heads of departments with relevant professional qualifications in their respective fields.	by heads of departments with relevant experience of at least 5 years.	In addition, shall have membership of professional association.
	20	40	60	80	100
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and/or appropriate experience to maintain satisfactory services for guests, at all times. At least 30% of the staff shall possess certified qualifications from recognized institutions.	Same as for1 Star but the proportion of professionally certified staff shall be at least 50%.	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%.	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%.	Same as for 4 Star but the proportion of professionally certified staff shall be 90% and operative staff shall be members of professional bodies.
	10	20	30	40	50
6.3 Departmental Heads	Depending on the size and organizational structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day-to-day operations in each department.	Same as for1 Star but there shall be at least two suitably qualified and experienced persons to assist in the day-to-day operations in each department.	Same as for 2 Star but each department shall be Under the supervision of a person or persons with appropriate training from a recognized institution and Experienced to maintain very good service for guests, at all times.	Same as for 3 Star but with a duty manager available at all times.	Same as for 4 Star but each department shall be under the management of a person or persons with appropriate training from a recognized institution with over. 10 years' experience.
	15	30	45	60	75
6.4 Human Resource management	There shall be a documented Human Resource Management Policy specifying: The organizational structure, Terms and conditions of service, Employee reward/incentive scheme(s), Training programs.	Same as for 1 Star	Same as for 2 Star but each department shall have their own Customized training programs.	Same as for 3 star but shall have a Human Resource Management department	Same as for 4 star but shall have a training unit.
	20	40	60	80	100

6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training and Sensitization shall be continuous and cover relevant topics and emerging issues.	Same as for 1 Star but with scheduled training, a designated training room for in- house and training programs.	Same as for 2 Star but with a comprehensive in-house training program.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.
	30	60	90	120	150
6.6 Staff Grooming and Professional etiquette	A staff grooming policy shall be in place. Staff shall be properly uniformed as per their respective areas of operation with name tags at all times, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional etiquette. Staff working in high-risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.	Same as for1 Star but staff shall have different uniforms for the different departments.	Same as for 2 Star but staff shall display high professional etiquette.	Same as for 3 Star but staff uniforms shall be of excellent quality.	Same as for 4 Star.
	35	70	105	140	175
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes and rewards performance of all staff at least annually.	Same as for 1 Star but staff recognition shall be at least bi-annual.	Same as for 2 Star but with the addition of staff bonuses at appropriate intervals.	Same as for 3 Star but with recognition of staff by department. In addition, there shall be an annual Team Building activity.	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.
	30	60	90	120	150
6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff, that is clean and well maintained at all times	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor Entertainment and recreational	Same as for 3 Star but with additional of annual events such as staff parties and team	Same as for 4 Star but with quarterly events.

	where staff can rest in between shifts. Facilities for persons with disabilities shall be provided.		facilities shall be provided.	building.	
	20	40	60	80	100
6.9 Staff Welfare and Facilities	There shall be provision for good quality facilities and Staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Staff, drivers and guides accommodation where applicable. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of facilities proportionate to the Lodge.	Same as for 3 Star but the facilities shall be of much higher quality and accommodation facilities shall be en- suite.	Same as for4 Star but the facilities shall be of exceptional quality and standards.
	45	90	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the lodge.	Same as for 1 Star but with elaborate information on lodge details and services provided in the guest information pack in guestroom and electronically at the reception and public areas.	Same as for 2 Star but information shall be offered electronically in guestrooms.	Same as for 3 Star	Same as for 4 Star but shall have information offered in at least three (3) UN recognized languages.

	20	40	60	80	100
7.2 Social Media Presences	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests' comments.	Same as for 2 Star but shall have an interactive website linked to social media platforms. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback.	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports and with an E- Commerce enabled website.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted a and analyzed by an external party.
	35	70	105	140	175
7.3 Complaints Handling	There shall be procedure for Complaint handling and records maintained.	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but with a documented complaint handling SOP at departmental level.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but with documented monthly reports of complaints handled
	25	50	75	100	125
7.4 Recognition of Awards	There shall be evidence of at least one national award related to the core business or impact on host society, issued by a reputable organization in the preceding five years.	Same as for 1 Star but with presence of at least two Awards issued by a reputable and relevant national institution in the preceding five years.	Same as for two star but with presence of at least one award issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	Same as for 3 star but with presence of at least two awards issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	Same as for 4 star but with presence of at least one award issued by a reputable and relevant international institution in the preceding five years.
	15	30	45	60	75

CRITERIA FOR BOUTIQUE HOTELS

SCORE FOR BOTIQUE HOTEL

1. To qualify for Three Star grading, a Boutique Hotel must score 50% of the overall total maximum scores in Boutique Hotels Criteria, and score a minimum of 60% in Guest Service Section.
2. To qualify for Four Star grading, a Boutique Hotel must score at least 66% of the overall total maximum scores in Boutique Hotels Criteria, and a minimum of 60% in each section.

3. To qualify for Five Star grading, a Boutique Hotel must score at least 80% of the overall total maximum scores in Boutique Hotels Criteria, and score a minimum of 70% in each section, and 85% in Guest Service section. Additionally, must have a presidential suite and HACCP Certified.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to Boutique Hotels.

2. Product Descriptors

2.1 Boutique Hotel: A stylish and unique establishment typically in a niche location in a city, town or archeological/historical site with a minimum of 5 accommodation units characterized by personalized service and distinct concepts or themes in the market place that set it apart from the competition.

(a) Guest expectations

(i) Highly persnolized service;

(ii) Unique and distinct concept and design based on arts, promoting and preserving local culture and heritage or contemporary concepts; and

(iii) Tends towards or depicts luxury.

(b) Definitions

For the purpose of this standard the following definitions shall apply:

Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers

African service – Local community customized style of service.

Amenities – Facilities in a guest room to ease the stay of guests.

Ansul system – It's a line of special hazard fire protection products designed to meet strict standards and tested under the scrutiny of independent labs and approval agencies all over the world.

A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a Boutique Hotel that is outside their natural habitats where they usually are established.

Beverage service area -

Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

Conference room supplies - means amenities and supplies provided for guests attending conference meetings, they include potable water, stationery and conference equipment.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one or more

speakers or honored guests.

Deep cleaning - means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

Deluxe suite – A suite that comprises an ensuite bedroom, a living/sitting area, a meeting room and a lounge.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

Essential guest supplies – means amenities and supplies provided by the Boutique Hotel for guests' needs and convenience. They include safe drinking water, water glasses, coffee trays, Do Not Disturb sign, guest stationary, soap, toilet paper, hygienic kit, bed side rag, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that areprovided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, alidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

Essential Suite facilities, supplies and amenities - means the features and supplies in a suite that are provided for guest convenience and comfort. They include beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season. idiosyncratic or distinctive

Façade – means the front exterior part of the Motel that is observable by the guest from the entrance.

Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests, and they have an opportunity to serve themselves.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the Motel by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the Motel together in order to work as one entity.

Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

Joiners - means an unregistered guest/ outside guest who is temporary visiting a registered guest.

Junior suite - A room that features a separate living-sitting area (although not a separate room), in addition to the bedroom.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Mixology – means the skill of mixing cocktails and other drinks.

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and

quantifying food served to them.

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

Persons with Disability means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers.

Pre-plated / American service – means a simple and informal style of service where food is portioned and pre- plated in the kitchen by the kitchen staff and served to the guest by a waiter from right hand side.

Executive suite – A room that features a separate living-sitting area, a dining area and lounge in addition to a bedroom.

Fittings and fixtures – Items in a building that are attached to the building or equipment

Public Washroom Amenities - Soap dispenser with soap, Disposable tissue, and/or electric hand drier, A hand wash basin with running hot and cold water, Toilet paper, Sanitary bin with liner and lid, Mother and child facilities and coat hangers/hooks

Right Temperatures –

(a) Thawing: through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

(b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

(c) Cold foods; shall be held at temperatures below 5^{0}C.

Russian service – means a style of service where food is elaborately presented, well decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the Motel together in order to work as one entity.

Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas,

interests, and other forms of expression through virtual communities and networks such as facebook, twitter, bookings, Instagram, etc.

Sommelier – means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service.

Suitable –means something that is fit or appropriate for a particular purpose.

Suite – A Suite comes with a separate living space connected to one or more bedrooms; occasionally a single large room with clearly defined sleeping, sitting, dining and kitchen area.

Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

Vanity kit – It contains cotton pads, cotton swabs, nail file, thread, needle, button and a safety pin.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Wastewater treatment system – It's a system made up of several individual technologies that address specific wastewater treatment needs.

Wow" effect- a design quality and features of the hotel interior external finish that ,makes guests feel great excitement or admiration.

Acronyms

1. BSA – Beverage Service Area
2. CSR- Corporate Social Responsibility
3. CPR - Cardiopulmonary resuscitation
4. FIFO – first in first out
5. HACCP – Hazard Analysis and Critical Control Point
6. LAN – Local Area Network
7. MOAs - Memorandum of Agreements
8. PPE –Personal Protection Equipment
9. PWD – Persons with Disabilities
10. SOP – Standards Operating Procedures
11. UN – United Nations
12. WAN – Wide Area Network
13. WHO – World Health Organization

1. Requirements: The following shall be the requirements for a Boutique Hotel:			
SECTION– ITEM	3 STAR	4 STAR	5 STAR
1.0 PHYSICAL QUALITY ASPECTS			
LOCATION ACCESS			
1.1.1 Location	The establishment shall be suitable for a Boutique Hotel and easily accessible and with clear and visible signage.	Same as for 3 Star but will have an online presence to enhance accessibility	Same as for 4 Star but have customized means of access in an upmarket location
	105	140	175
1.1.2 Site Suitability	The site of the establishment shall be suitable for a Boutique Hotel with an impressive site offering greater vantage in terms of uniqueness, historical importance or biodiversity.	Same as for 3 Star. In addition, efforts to enhance the aesthetic of the site.	Same as for 4 Star but with evidence of innovative ways to improve on the uniqueness of the site and or the historical importance of the site.
	45	60	75
1.1.3 Entrance & Exits	Shall be artistically designed and having an aesthetic/historical appeal. Have a design and layout that minimize security risk and aids proper access control. Shall provide hand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.	Same as for 3 Star but with provision for pedestrian access and shall be in line with the facility theme	Same as for 4 Star but with exclusive entrance and exit to enhance privacy.
	105	140	175
1.2 BUILDING ARCHITECTURAL FEATURES			
1.2.1 Design and Layout	In conformity with the Building Code and other	Same as for 3 Star but the façade shall be of high	Same as for 4 Star but shall have a design

	existing building country regulations. It shall be distinctive in style to match tradition and/or modern comfort. The layout shall allow functionality of services and shall be in harmony with the physical built up natural, social and historical/cultural environment. Its finish shall be of a high quality in design and décor and the building should be autonomous.	appeal.	theme with elegant, unique, and distinctive features.
	120	160	200
1.2.2 Entrance Canopy	Where applicable, the canopy shall be part of the building structure and capable of providing cover for at least one vehicle at a time.	Same as for 3 Star but can accommodate at least 2 vehicles at the same time. It shall also be well designed and proportional to the building.	Same as for 4 Star but shall be very elaborate, match the design theme of the Boutique Hotel and be of a high quality and prominence.
	60	80	100
1.2.3 Provision for the Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip-textured/ roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100cm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas. There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200cm (1.2M) by	Same as for 4 Star. But shall have at least four specially designed rooms for PWD's. In addition, lift shall have flashing lights linked to alarms and emergency buttons.

	lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDsIn addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting. background. Additionally, there shall be use of contrasting colours to indicate change of areas and	1600cm (1.6m).	

	surfaces so as to facilitate navigation around the property In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.		
	285	380	475
1.2.4 Effective flow of Services	The building shall be well designed with emphasis on aesthetics and functionally to enable effective use of space and flow of service delivery.	Same as for 3 Star but with efficient connectivity to ensure optimum utilization of spaces.	Same as for 4 Star but in addition shall embrace international best practice.
	60	80	100
1.2.5 Lighting, Ventilation & Temperature Control	The facility shall have provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco-friendly.	Same as for 3 Star with excellent quality fixtures and fittings and tasteful to provide a pleasant ambiance.	Same as for 4 Star. But with exceptional quality fixtures and fittings.
	75	100	125
1.2.6 Floors, Walls & Ceilings	Floor, wall, and ceiling material used shall be appropriate in terms of theme and shall be specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards. and with very good quality materials and finish.	Same as for 3 Star but with excellent quality materials and finish.	Same as for 4 Star but with exceptional quality materials and finish.
	60	80	100

1.3 PUBLIC AREAS			
1.3.1 Lobby, Lounge and Public Areas Size	There shall be provision for a distinctive/unique lobby/lounge with seating area proportionate to the capacity of the establishment. Shall be as per building code and the minimum size shall not be less than 1.5 sq. m. per guest bed.	Same as for 3 Star but with a minimum size of not less than 2 sq. m. per guest bed.	Same as for 4 Star but with a minimum size of not less than 2.5 sq. m. per guest bed.
	15	20	25
1.3.2 Lobby/Lounge facilities	The lobby shall have adequate and appropriate furniture. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.	Same as for 3 Star but with furniture, fittings, and décor in harmony with the theme of the facility.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of luxury and ambiance.
	105	140	175
1.3.3 Corridors, staircases, hallways, and walkways	Shall allow easy and safe passage, be well lit, finished with non –slip materials, well maintained and in- line with the Building Code and incorporate aesthetic features Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be protected from weather elements. Shall have accessible well-lit emergency escape routes /doors free from obstruction and	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.

	with clear directional signage. No smoking signage prominently displayed,		
	105	140	175
1.3.4 Provision for Parking	Where applicable, provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well-marked demarcations and clearly defined parking routes. Shall have adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star but with provision for valet parking.
	105	140	175
1.3.5 Public Washrooms	Good impervious non-slip material shall be used for floors and walls. Wall covering materials that are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times with adequate amenities and shall have provision for airlock. Shall have hooks and hangers at the back of the door. Provision for persons with disability shall be	Same as for 3 Star But the materials used shall be of excellent quality.	Same as for 4 Star but in addition a well equipped powder space shall be provided.

	made. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying.		
	105	140	175
1.3.6 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than 1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet-paper holder shall be easily accessible for use while seated.	Same as 3star but the fittings shall be of excellent quality	Same as 4 star but the fittings shall be of exceptional quality. In addition, the basin shall be adjacent to the toilet and located no more than 300m from the toilet seat to enable the user wash hands while seated.
	90	120	150

2.0 SUSTAINABILITY REQUIREMENTS			
2.1 Environmental Architectural Features	The architectural features shall incorporate eco-friendly technologies including the alignment / layout of buildings to maximize use of natural lighting and ventilation as well rainwater harvesting. In addition maximize use of local building materials. Shall conform to all cultural/ heritage by laws and regulations	Same as for 3 Star but the façade shall be of excellent quality finish and in conformance with all cultural and heritage bye laws and reguations.	Same as for 4 Star but shall have unique, elegant, and distinctive features in complete harmony with the environment and taking on board all historical aspects of the building. .
	105	140	175
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery. Providing unique directional and environmental awareness signage. There shall be deliberate effort to identify and label plants with their native/ local/ botanical names.	Same as for 3 Star but landscaping shall be elaborate, of high quality and well maintained with aesthetic appeal.	Same as for 4 Star but shall have spacious grounds. In addition, there shall be utility information of the plants and any cultural/historical connotations.
	105	140	175
2.3 Acoustics/ Noise Management	Permissible sound management features shall be in place for comfort and privacy of guests and neighborhood. In addition, informative signage shall be put in place. with deliberate regulation of background noise.	Same as for 3 Star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings towards natural sounds.
	90	120	150

2.4 Environmental Policy, Plan and Programmes	The facility shall comply with environmental policies, regulations, and plans. In addition, shall comply with environmental control audits as required by law. In addition, the facility shall have an implementation plan with budgetary allocation.	Same as for 3 Star but in addition the facility shall have a disaster Management plan and environmental champion in place.	Same as for 4 Star but with evidence of Environmental Management systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation. Shall have evidence of monitoring and evaluation.
	105	140	175
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, color coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized, and dried appropriately. Solid waste shall be stored in a temperature regulated area. Shall have effective solid waste management plan, put in place measures to ensure there is, reduction, re-use and recycle (A3R).	Same as for 3 Star but shall monitor and record all types of waste and has plans with the goal to minimize wastage.	Same as for 4 Star but shall have an integrated solid waste management system.
	120	160	200
2.6 Effluent discharge / Wastewater	Shall have efficient and effective wastewater/ effluent management	Same as for 3 Star, with competent technical team to handle and manage	Same as for 4 Star but shall have wastewater management system

Management	systems located and constructed in such a way that it prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records. Shall have measures for re-use of treated wastewater where applicable.	waste water and with evidence of regular desludging	that promotes innovative measures to reduce, recycle and re-use wastewater.
	105	140	175
2.7 Water conservation & Management	There shall be consistent supply of at least 60 liters potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g rainwater harvesting. quality analysis report Evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 Star but demonstrate evidence of water monitoring at source and all points of use. Direct involvement in water conservation programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 Star but in addition embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.

	150	200	250
SECTION– ITEM	3 STAR	4 STAR	5STA R
2.8 Energy Conservation	Shall have in place an energy conservation policy. Efficient and cost-effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy as appropriate and shall be of high quality, tasteful and provide pleasant ambience. In addition, shall have regular energy audits and records kept.	Same as for 3 Star But in addition, have an energy plan with implementation matrix in place.. The Boutique & Heritage Hotel shall also undertake energy audits at least once in three years.	Same as for 4 Star but in addition evidence of appropriate energy saving appliances.
	120	160	200
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place. Shall have evidence of host community preference Shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 Star but have quality assurance measures in place.	Same as for 4 Star but shall embrace information technology that supports multi-level decision making in supplies.
	75	100	125
2.10 Corporate Social Responsibility (CSR)	Shall have at least one community empowerment initiative annually. Shall have clear community empowerment programs and budget linking the	Same as for 3 Star but with evidence of implementation. In addition, demonstrated MOAs and agreement.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs

	guests staff and the host community annually. Be in good relations with the neighborhood national security agencies and other key emergency responders With a CSR policy, implementation plan and communication strategy in place.		
	105	140	175
3.0 GUEST FACILITIES AND SERVICES			
3.1 FRONT OFFICE SERVICES			
3.1.1 Reception Service Area	There shall be a designated reception area with emphasis on personalised service to guest reception where applicable to receive and handle guests. There shall be personnel on call for at least 24 hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. In addition, shall have designated guest relations service desk with relevant information.	Same as for 3 Star	Same as for 4 Star but the services shall be highly specialized.
	240	320	400
3.1.2 Reservation	There shall be an efficient reservation & check-in system and measures to capture guest details in place. Have online check in system. The services shall be fully automated with contactless payment	Same as for 3 Star but with some form of integration.	Same as for 4 Star but with Wide Area Network (WAN) (where applicable) and in addition shall be fully integrated.

	platforms and discourage cash payment.		
	75	100	125
3.1.3 Luggage , lost and found service	There shall be a clear procedure for handling lost & found items and a designated safe storage facility. Evidence of an inventory of the lost & found items and a collection list	Same as for 3 Star but with the appropriate personnel handling lost & found items.	Same as for 4 Star but with a management report.
	60	80	100
3.1.4 Concierge and Luggage Handling services	There shall be provision for guest assistance service. Guest luggage shall be disinfected after offloading. Provision for appropriate equipment for luggage handling with designated personnel.	Same as for 3 Star, but the personnel shall be appropriately uniformed and knowledgeable in customer care.	Same as for 4 Star but with 18 hours' porterage services and assistance with luggage available
	75	100	125
3.1.5 Billing and Modes of payment	There shall be provision of acceptable billing and modes of payment. In addition, there shall be provision for cashless payment methods (mobile money services and a payment card reading process data quickly (PDQ) machine. but there shall be provision for undertaking transactions in at least 1 international currency. In addition there shall be provision for foreign exchange services	Same as for 3 star but there shall be provision for undertaking transactions in at least 2 international currencies. but there shall be provision for undertaking transactions in at least 2 international currencies.	Same as for 4 star but there shall be provision for undertaking transactions in at least 3 international currencies. In addition foreign exchange 3 international c
	60	80	100
3.1.6	Timely and accurate information shall be	Same as for 3 Star but with a fully equipped business	Same as for 4 Star But with a dedicated

Communication	provided to guests.	center with	business center
3.2.1 Guest size	The layout and interior design of the rooms shall be to generate the "wow" effect. Shall be as per building code and minimum size of guest room shall be 15 sq. m.	Same as for 3 Star but minimum size to be 20 sq. m.	Same as for 4 Star but minimum size to be 25 sq.m.
	15	20	25
3.2 GUESTROOMS			
3.2.1 Guestroom cleaning	Guestrooms shall be cleaned daily and disinfected after every check out and shall be odorless. Ratio of 1:5 personnel to guest rooms shall be assigned for cleaning or as deemed applicable for the specific facility. Staff shall be properly equipped with appropriate cleaning equipment and PPEs and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating Procedures (SOP's) in place. Consideration shall be given to increasing the time between check-out and check-in to ensure	Same as 3 but shall have guest room attendants s shall be well trained and there shall be documented evidence of daily cleaning	Same as for 4 Star But the specialized cleaning equipment and supplies shall be of exceptional quality. the facility shall have specialized and environmentally friendly detergents
	60	80	100
3.2.2 Communication and internet Services	Appropriate communication channels shall be available. Shall have a communication system connected to all areas of the facility and an emergency notification system. In addition, a telephone	adequate secretarial services as required by guests. Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas.	for conferencing and in addition, have satellite link and video conferencing facility.

	exchange facility and guestroom telephones provided. Wi-fi shall be provided in all public areas and guestrooms. housekeeping have sufficient time for thorough deep cleaning of rooms and shall provide evidence of deep cleaning done at intervals. Hand gloves shall be cleaned and disinfected between rooms. Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turn down services shall be restricted to facilitate minimum contact. The guestroom attendants shall be well trained and there shall be documented evidence of daily cleaning. the facility shall have specialized cleaning equipment and environmentally friendly detergents facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or	There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	

	arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms. Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property		
	135	180	225
3.2.4 Guest bed size	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190 cm (5x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length
	15	20	25
3.2.5 Bedding Requirements &	Bedding shall be white and of good quality	Same as for 3 Star but shall be of much higher	Same as for 4 Star but shall be of superior

Quality	cotton or linen fabric with a thread count of 150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet where applicable with at least two pillows, mechanism for mosquito control where necessary, and appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests. .Shall have provision for a stock sheet and have a thread count of 200 gsm.	quality and have a thread count of 250 gsm.	quality and with a higher degree of luxury and have a thread count of 300 gsm.
	90	120	150
3.2.6 Guestroom Décor	Decoration of rooms and style shall derive from the local art and culture or international brands. Shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained. Décor shall be stylish and unique respecting the cultural and historical attributes of the building. with the color scheme and in harmony with the facility's theme.	Same as for 3 Star but shall be superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.
	45	60	75
3.2.9 Guestroom lighting	There shall be adequate natural lighting, the	Same as for 3 Star but with a master switch and	Same as for 4 Star. Light fittings and

	window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the door entrance. International multi-power point/plug adaptor shall be made available on request. Additional quality light fixtures over the dressing table mirror	bedside lights with switches conveniently located within reach of the guests and with aesthetic features.	fixtures shall be of exceptional quality
	120	160	200
3.2.10 Guest room Temperature Control	All guestrooms shall have natural and/or artificial adequate ventilation in the room. Heating and cooling systems that are eco-friendly and that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons. Shall be of very good quality and include an efficient mechanical extraction system	Same as for 3 Star. Heating and cooling system shall be of excellent quality.	Same as for 4 Star. Heating and cooling system shall be of exceptional quality.
	75	100	125
3.2.11 Furniture and Fittings	All rooms shall have specially designed furniture to match the concept of the hotel. Provision shall be made for a bed, bedside table fitted with a socket and at least one chair which shall be of good quality and condition.	Same as for 3 Star but all rooms shall have bed(s), Bedside table(s) and couches of excellent quality and appropriate to the number of guests per room. Lighting and a multi-power plug or point shall be provided.	Same as for 4 Star but with a higher degree of luxury.

	All rooms shall have lamp shades, at least a twin functional socket, a computer data point and/or WI- FI connectivity. Mattress shall not be less than 15 cms thick with two matching pillows Shall have at least two chairs. The furniture and fittings shall be of very good quality. The rooms shall have at least one couch provided.		
	105	140	175
3.2.12 Wardrobe & Luggage Storage	There shall be provision for adequate in- built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers, minimum 2 drawers or shelves appropriate and fit for purpose per room to accommodate extra pillows and blankets and a shoe rack. with an additional luggage stand per room.	provision for male and female hangers.	Same as for 4 Star but of superior quality
	75	100	125
3.2.13 Guest information services	Literature covering services & recreation activities, internal telephone directory, telephone tariffs, menus, documented emergency, and fire exit procedures (plan mounted at the back of every guest room door) among others, shall be provided. Special notices shall be in any other UN recognized language.	Same as for 3 Star but with comprehensive guest information directory.	Same as for 4 Star but the comprehensive guest information directory shall be multi-lingual and of visually enhanced material.

	Guest information shall be digitally available on the TV screen.		
	105	140	175
3.2.14 Guestroom Designation	Guestrooms shall be numbered, lettered, or otherwise designated with clear signage and in keeping with the unique location or historical values of the building and using very good quality fixtures and fittings.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with exceptional finishes.
	45	60	75
3.2.15 Guest room supplies	Essential customized guest supplies shall be provided for guest comfort in good quality. In addition, shall provide hygiene kit to guests as part of in-room amenity during their stay. There shall be a safe deposit	Same as for 3 Star but shall be professionally branded with emphasis on environmental sustainability and of excellent quality.	Same as for 4 Star but with additional guest room supplies. The items shall be of exceptional quality.
	75	100	125
3.2.16 Guest Communication service in Rooms	An electric bell, light signal or telephone with extensions provided in all parts of the facility connected to the main telephone exchange shall be availed. Telephone shall have an emergency call button or speed dial number Internal telephones which can be connected to external network, through the facility switchboard, or direct dial. Computer data points/hot spots with	Same as for 3 Star. But shall have texting concierge service giving guests the option to text their questions and room service requests.	Same as for 4 Star but with provision of tablets which are interactive in-room device allowing the guest to communicate with the Motel, make purchases, order room service report problems, and control their room.

	high speed wi-fi connectivity shall be provided.		
	60	80	100
3.3 GUEST BATHROOMS			
3.3.1 Guest Bathrooms size	Bathroom/WC of not less than 5 sq. m.	Bathroom/WC of not less than 6sq. m.	Bathroom/WC of not less than 8sq. m.
	15	20	25
3.3.2 Towels and Bathrobes	Bathroom provisions shall include a set of bath towel, bathrobe a face towel, hand towel and a bathrobe. All shall be white, adequate, of good quality material in good condition, with towel thread count of 450 gsm and changed daily or on guest request. Bathmat of modest material shall be provided,	Same as for 3 Star but with towel thread count of 550 gsm, the bath towel shall not be of less than 100cm x 150cm and shall be of higher quality material.	Same as for 4 Star but with towel thread count of 600 gsm and shall be of much higher quality.
	75	100	125
3.3.3. Fixtures, amenities, and fittings	All bathrooms shall be ensuite to each guest room. Bathroom shall be fitted sufficient running cold and hot water and equipped with essential bathroom amenities including the following shall be provided; sanitary bin, soap, toilet paper, a water glass per guest, toiletry tray or basket, addition of sanitary bags, paper tissues, cotton pads, toothbrush, and toothpaste, Arabic shower and or bidet shall be provided. In addition, shall have a shaving mirror, hair drier , conveniently located shaver point with	Same as for 3 Star but all equipment shall be of high quality. Shall have customized branding with the establishment's name and logo	Same as for 4 Star but of a higher quality and in addition shall have a Jacuzzi.

	voltage indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed.		
	30	40	50
3.4 SUITES			
3.4.1 Suites size	Junior Suite shall have a minimum size of 40 SQM	Executive Suite shall have minimum size of 70 SQM	Presidential Suite shall have a minimum size of 175 SQM
	15	20	25
3.4.2 Suite Layout	Shall comprise at least three separate (3) rooms designated as bedroom, living room and a kitchenette with equipment to facilitate partial preparation of meals. In addition, there shall be a separate bathroom for guests.	Same as for 3 Star but in addition, shall have a dining area and a lounge.	Same as for 4 Star but shall be suitab to host a president or other head of state/VVIP with separate boardroom, sitting room, en suite bedroom, bathrooms, dressing area/room, dinin area, fully equipped kitchenette for foo preparation, security rooms with independent access door. There shall a provision for at least one additional
	75	100	125
3.4.3 Lighting and Ventilation	The suite shall have adequate natural and/or artificial lighting and ventilation. Temperature control devices shall be provided. Light switch of good quality shall be located at the entrance door and by the bedside. In addition, there shall be bedside lamps provided; 2 at the bedside per sleeping position of each guest and 1 at the reading table.	Same as for 3 Star but with similar provisions in each room and of high quality.	Same as for 4 Star but with additional provision for safety lights.

	The suite shall have sufficient illumination and emergency lighting provided. Depending on geographical location the facility, a heating and cooling system that Can individually controlled by the guests shall provided.		
	120	160	200
3.4.4 Facilities, Supplies and Amenities	There shall be provision for essential suite facilities, supplies and amenities.	Same as for 3 Star but room service shall be provided on 24hour basis	Same as for 4 Star. In addition, shall the utensils, tools and accessories should be of very high quality.
	45	60	75
3.4.5 Furniture and fittings	A quality bedside table and a quality couch shall be provided. In addition, there shall be waste bin with lining, a mattress (at least 15 cm thick), a television, computer data points, several power points and a telephone. A reading/dressing table with 2 seats, full-length mirror coffee table, ironing board, ironing box, snacks and a well-stock minibar.	Same as for 3 Star but with enhanced quality furniture a fittings.	Same as for 4 Star but with excellent quality furniture and fittings.
	75	100	125
3.4.6 Furnishing and Linen	Bedding shall be white and of good quality cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket or duvet with	Same as for 3 Star but shall be excellent quality materials a fitting.	Same as for 4 Star but materials a fitting shall be of exceptional quality and luxurious.

	appropriate pillows. Mechanism for mosquito control where necessary Appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests.		
	120	160	200
3.4.7 Communication service	There shall be an electric bell, inter and external communication and high-speed internet connectivity through wi fi or hotspots	Same as for 3 Star but with telephone extensions provided in all rooms of the Suite.	Same as for 4 Star but shall have excellent in-room communication technology with best available connectivity and good support to resolve any problems.
	30	40	50
3.4.8 Information in Suites	The suite shall have well designed, comprehensive and professionally branded information pack and/ or electronic hotel information services. In addition, provision shall be ma for multilingual and visual enhanced material with cop in braille availed.	Same as for 3 Star but in additional information on the destination's attraction advertised electronically.	Same as 4 Star but shall have customized information service
	90	120	150
3.4.9 Suite Bathroom size	Shall be not less than 10 sq. m.	Same as for 3 Star but shall spacious enough accommodate a separate bath tub and shower cabin.	Same as for 4 Star but the size shall be at least 12 sq. m.
	30	40	50
3.4.10Bathroom supplies Suites	There shall be provision for essential suite facilities, supplies and amenities. In addition, supplies shall be professionally packaged	Same as for 3 Star but of excellent quality	Same as for 4 Star but shall be luxurious and exceptional quality.

	and branded. A hygiene and a vanity kit shall provided.		
	60	80	100
3.4.11 Bathroom Fittings and Equipment	There shall be provision for essential suite bathroom fittings and equipment of very good quality.	Same as for 3 Star but shall be excellent quality.	Same as for 4 Star but with palatial proportions and exceptional quality.
	30	40	50
3.11.12 Towels a Bathrobes	For each bathroom, a minimum of two sets of superior quality white cotton towels comprised of bath, hand and face towels shall be provided and changed daily or at the convenience of the guests. Bath towel shall be at least 80cm by 150 cm. The towel thread count shall be of not less than 600 grams per square metre (gsm). In addition, bath robes, bathroom rug, non-slip rug shall be provided.	Same as for 3 Star but shall be of exceptional size and quality and towel thread count of not less than 700gsm.	Same as for 4 Star but shall have a bath sheet of luxurious quality and towel thread count of not less than 750gsm.
	75	100	125
3.3.5 KITCHEN			
3.4.1 Kitchen Size	Area including food stores and pantry shall be in proportion to the capacity of the facility, but the minimum size shall not be less than 0.65 sq. m. per guest bed.	Same as for 3 Star but the minimum size shall not be less than 0.75 sq. m. per guest bed.	Same as for 4 Star but in addition shall have at least one specialty kitchen.
	15	20	25
3.5.2 Flow of food service	The kitchen shall be conveniently located in relation to the restaurant /dining area to facilitate	Same as for 3 Star but with a highly efficient and convenient method of	Same as for 4 Star but with enhanced mechanisms for transmitting guest order

	service efficiency and one way flow of food service. There shall be two independent access ways to facilitate one-way movement between the kitchen and the restaurant/ dining room. If the kitchen is on another floor, there shall be separate food lifts to convey food to the restaurant/dining room but with added provision for enhancement of service efficiency.	conveying food.	information.
	45	60	75
3.5.3 Organization of the Kitchen	There shall be provision for visible segregation and labelling in terms of work stations/ work tops. but with different and appropriate working areas.	Same as for 3 Star but with partitioning and sections that are clearly labelled.	Same as for 4 Star but shall be highly organized and fully departmentalized
	45	60	75
3.5.4 Kitchen worktops and equipment	Work tops shall be adequate, of non- rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing	Same as 3 Star, but surfaces made of stainless steel. In addition, kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/ washed separately on deep and high temperature wash	Same as for 4 Star, but of excellent quality material. Infra-Red thermometers shall be used. Work tops and equipment shall be of exceptional quality.
	pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and	cycle. In addition, shall be of very good quality.	

	adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored. Chopping boards shall be colour coded and knives specific for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use.		
	165	220	275
3.5.5 Hand wash Basin	There shall be provision for hygienically operated hand wash basins that are adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non- perfumed antibacterial hand-washing soap/foam and hygienic means of hand drying. Should be of good quality fittings	Same as for 3 Star but located at convenient sections of food preparation areas with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality
	45	60	75
3.5.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance	Same as for 3 Star but light fittings shall be of very good quality and	Same as for 4 Star but with emphasis on

	illumination. Light fittings shall be properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared and the light fittings shall be of good quality and functional	functional.	renewable energy.
	75	100	125
3.5.7 Regulation of temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept. There shall be good mechanisms to regulate temperature in different sections of the Kitchen.	Same as 3 star But the fittings shall be of very good quality, with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen	Same as for 4 Star but the fittings shall be of exceptional quality.
	60	80	100
3.5.8 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap with clear inspection points. All drains shall be maintained in good working condition at all times. In addition, there shall be water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper	Same as for 3 Star but with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.	Same as for 4 Star but the grease trap in use shall be of up to date technology.

	water flow into drainage to avoid flooding of floors. The grease trap mechanism used shall be environmental friendly		
	75	100	125
3.4.9 Floors, Walls, and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non-slip impervious materials and conducive to easy cleaning with slight slope for proper water flow into drainage to avoid flooding of floors. The floor and wall junctions shall be coved. materials and finish shall be of good quality	Same as for 3 star but of excellent quality materials and finish	Same as for 4 star but shall be of exceptional quality.
	60	80	100
3.5 FOOD SAFETY & HYGIENE			
3.5.1 Food Hygiene Policy & Procedure	The facility shall comply with existing food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training. in addition shall document and implement procedures related to various functions related to food safety and hygiene.	Same as for 3 Star but have a certification from a local or recognized body and provide evidence of regular monitoring and evaluation of implementation and progress	Same as for 4 star but shall also be HACCP Certified or an Internationally Recognised Certification ISO 22002.
	105	140	175

	food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) prevent food contamination. Food items shall be labelled and ingredients indicated and food shall be properly packaged and sealed. b the ingredients used shall ensure quality meals and presentation.	presentation and	
	150	200	250
3.5.3 Food Equipment	Shall have appropriate equipment for different types of food preparation areas and the equipment shall be of good quality and easy to clean and of wide variety.	Same as for 3 star but with highly specialized equipment.	Same as for 4 star but of exceptional quality.
	60	80	100
3.5.4 Food Supplies	Shall have provision for designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items.		

	Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non-food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to facilitate hygienic receipt of food items. Food shall be received in an area close to storage for ease in movement and to avoid contamination. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, bio degradable and food grade packing material. A supplies policy and plan shall be in place. In addition, have evidence of an inventory of the suppliers and supplied items. Have automated system and qualified personnel in place to update and manage stores.		
3.5.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling	Same as 3 star but the fittings, fixtures and equipment of70 0+	Same as 4 star but in the fittings, fixtures and equipment of high quality

	of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be stored in a clean and well -maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. FIFO concept in stock rotation shall apply. Additionally, all food shall be kept in the right temperature and proper records of the same be kept.	.0001.- good quality	
	60	240	300
3.6 RESTAURANTS			
3.6.1 Restaurant capacity	Total seating capacity shall be at least 30% of the bed capacity.	Total seating capacity shall be at least 80% of the bed capacity.	Total seating capacity shall be at least 90% of the bed capacity.
	15	20	25
3.6.2 Features and	There shall be provision for at least two	Same as for 3 Star but with	Same as for 4 Star but with fine dining and an

Facilities	restaurants, open to residents and nonresidents, for breakfast lunch and dinner seven days a week and a coffee shop. Shall be well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guests. Shall have a designated smoking room/area in accordance with local regulations. With emphasis on efficient flow of services.	at least one (1) specialty0 restaurant.	elaborate a la carte services and menu.
	90	120	150
3.6.3 Furniture, Equipment and Accessories	There shall be provision for adequate, functional, comfortable, clean, appropriate furniture and take into consideration the needs of Children and Persons with disabilities. shall be of very good quality and in harmony with the Hotel's theme.	Same as for 3 Star but shall be luxurious, elegant and of excellent quality.	Same as for 4 Star but shall be distinctively luxurious, elegant and of exceptional quality.
	60	80	100
3.6.4 Interior Décor	Shall be wide ranging functional, with harmony of colors, cultural and historical aspects of the locality and with very good quality and comfort.	Same as for 3 Star but shall be more comfortable, of excellent quality and condition	Same as for 4 Star but shall be of superior sophistication and exceptional quality.
	45	60	75
3.6.5 Floor, Walls, and Ceilings	Finishing materials and fittings used shall be appropriate, of very good quality, easy to clean and well maintained. With good workmanship.	Same as for 3 Star but shall be of excellent quality.	Same as 4 Star but shall be of exceptional quality, design, and finish.

	45	60	75
3.6.6 Lighting	There shall be adequate, natural and/or Functional artificial lighting to enhance illumination. Light fittings shall be properly insulated, shall be tasteful and provide a pleasant ambience and of very good quality.	Same as for 3 Star but with excellent quality of fittings and finish	Same as for 4 Star but shall be dimmable with pleasant lighting effects. The fittings shall be of exceptional quality.
	45	60	75
3.6.7 Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable. And with very good quality fixtures and fittings.	Same as for 3 Star but with excellent quality fixtures and fittings.	Same as for 4 Star but with exceptional quality fixtures, fittings and unique design.
	45	60	75
3.6.8 Service Stations	Shall be well appointed and the number proportional to seating capacity of the restaurant and in addition shall be of very good quality and adequately stocked.	Same as for 3 Star but shall be of excellent quality.	Same as for 4 Star but shall be disguised from the guest view and of exceptional quality.
	45	60	75
3.9 MEALS			
3.9.1 Breakfast service	Hours of breakfast shall be from 6.00am to 10.30 am. Breakfast menu shall provide a wide variety of cuisine and dietary requirements and with at least four (4) course breakfast service provided.	Same as for 3 Star but with at least five (5) course breakfast service provided	Same as for 4Star but shall provide for experiential breakfast settings.
	45	60	75

3.9.2 Menu	At least a four (4) course menu and a wider selection of dishes and beverages. In addition, the menu shall be appropriately branded. Menus shall be electronic, digital, on fixed boards or laminated menu folder that can be cleaned and sanitized.	Same as for 3 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five (5) courses and a rich beverage list.	Same as 4 Star but featuring excellent cuisine and very rich beverage list
	75	100	125
3.9.3 Full Service for Lunch or Dinner	There shall be at least five (5) courses with a modest selection of beverage available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimer, Food on display shall be labelled with appropriate nutritional information.	Same as for 3 Star but but offer at least Five (5) courses with a wide selection of beverage	Same as for 4 Star but offer at least seven (7) courses.
	150	200	250
3.9.4 Light Refreshments, Snacks & Teas	There shall be hot and cold drinks available to guests in the public area at specified times with assortment of snacks shall be provided.	Same as for 3 Star but in addition guests can order and be served.	Same as for 4 Star but in addition the light refreshments and hot and cold drinks shall be available in rooms.
	60	80	100
3.9.5 Room Service	There shall be provision for room service on request during operating hours with SOPs in place. In addition, a mini bar available and stocked on request.	Same as for 3 Star but in addition room service menu shall be available for all meals.	Same as for 4 Star with 24 hours full room service.
	45	60	75

3.9.6 Styles of Service	There shall be provision for African service and four (4) style of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 3 Star but shall have five (5) styles of service.	Same as for 4 Star but shall have seven (7) styles of service.
	45	60	75
3.9.7 Range of dishes	Three courses available, main course shall be substitutional hot dish with quality presentation and display	Same as three star with five courses	Same four star but with extensive choice of food and broad range of dishes of outstanding Quality
	30	40	50
3.9.8 Crockery, Cutlery Glassware, and accessories	Stocks shall be adequate at least at a ratio of 1:2 and shall be appropriate for service of different meals and shall be of high quality of design and finish.	Same as for 3 Star but of excellent quality and design	Same as for 4 Star.
	45	60	75
3.10 BEVERAGE SERVICE			
3.10.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and/or lounge. It shall be fitted with a sink which has hot and cold running water Shall have seating space allowing free movement and comfort of guest. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs	Same as for 3 Star but with at least three (3) BSA which shall be themed, elegant, and very spacious. Furniture and equipment shall be of excellent quality and luxurious. The lighting and temperature control fittings and fixtures shall be of excellent quality.	Same as for 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy. Furniture and equipment shall be of exceptional quality, with a touch of elegance and opulence. The lighting and temperature control fittings and fixtures shall be of exceptional quality. The light fittings shall be

	of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA/restaurant in accordance with local regulations. with at least one (2) BSA		dimmable with pleasant lighting effects.
	165	220	275
3.10.2 Alcoholic and/or Non-alcoholic Beverage Service	There shall be a wide selection of quality non-alcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non-alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed. In addition, shall have beverage dispenser (lobby or floor) area. Staff shall be competent in mixology and alcoholic beverage	Same as for 3 star but with a wide range of premium international brands with a detailed wine list available.	Same as for 4 star but with an extensive selection of premium international brands and a sommelier.

	service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.		
	150	200	250
3.10.3 Menu Presentation	There shall be priced menu in card, electronic or digital formats available with a wide selection of local and international drinks and snacks, cigars, and cigarettes. but with a wider selection of local and international drinks.	Same as for 3 Star but with an extensive selection of premium brands.	Same as for 4 Star but with a touch of luxury.
	75	100	125
3.11. CONFERENCE FACILITIES			
3.10.1 Function / Meeting Rooms/Area	There shall be provision for a function/meeting room/area with appropriate, comfortable and functional furniture and fittings in conformity to the general theme of the lodge to ensure comfort of guests. Restrooms shall be conveniently located, gender segregated and with provision for persons with disabilities. Adequate spacing shall be provided between seats for safety and ease of movement. Water, stationary and other conference room supplies shall be provided. Meeting rooms shall be	Same as for 3 star but with provision for online meeting platforms and service and breakaway spaces.	Same as for 4 star but with very high quality Shall have a dais provided on request and application of innovative technology.

	properly lit, well ventilated and allow free flow of air. Online booking shall be promoted to minimize physical registration and issuance of badges by walk-in clients. In addition, there shall be high speed internet connectivity provided. There shall be provision for appropriate equipment for meetings and measures for sound management.		
	120	160	200
3.12 GUEST AUXILIARY SERVICES			
3.12.1 Laundry services	There shall be sufficient and appropriate provision for washing and ironing equipment of linen and guest clothes with proper storage facilities. Non-plastic/bio-degradable laundry bags for collection of dirty cloths shall be provided. Laundry shall be washed in hot cycles of prescribed temperatures. Personal protective equipment (PPE) for staff shall be provided. Ensure use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall	Same as for 3 Star but with pressing services and 24-hour return laundry services.	Same as for 4 Star but with express services available.

	be properly labelled and stored. Hazardous wastes shall be properly disposed. Have appropriate and adequate equipment that are regularly maintained, and records kept. Shall have a preventive maintenance program for all equipment in the laundry. Shall ensure hot and cold indicators on the tap faucets. There shall be a par stock of at least three (3) pairs of linen for each room		
	20	40	50
3.12.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room with provision for an elaborate crèche with at least one (1) babysitter where applicable depending on the target market	Same as 3 Star but with provision for an elaborate crèche with at least two (2) babysitter.	Same as for 4 Star.
3.12.3 Transport and Car Wash Services	There shall be appointed transport services by the facility. In addition, car wash services shall be provided on request	Same as for 3 Star but in addition shall have contracted company with taxis on site.	Same as for 4 Star but shall have at least one taxi company on site. In addition, shall have other customized transport service
3.12.4 Parking Facilities	Adequate and secure parking facility should be provided for guests by an attendant. Persons with disabilities should be catered for. The number of parking spaces should be proportional to the size of the Boutique hotel and in conformity with local/national building	Same as for 3 Star but parking shall be covered	Same as for 3 Star but facilities shall be of exceptionally high quality

	code.		
3.12.5 Shoeshine amenities	Provision shall be made for a shoe shining facility	Same as for 3 Star Shall provide shoeshine amenities as part of room amenities.	Same as for 4 Star
3.12.6 Shopping facilities	Shall have a gift/convenience provision stocking items convenient for the traveller within the establishment	Same as for 3 Star but the shop shall well stocked with souvenirs and convenience items	Same as for 4 Star
3.12.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room with provision for an elaborate crèche with at least one (1) babysitter where applicable depending on the target market	Same as 3 Star but with provision for an elaborate crèche with at least two (2) babysitter.	Same as for 4 Star.
3.12.3 Transport and Car Wash Services	There shall be appointed transport services by the facility. In addition, car wash services shall be provided on request	Same as for 3 Star but in addition shall have contracted company with taxis on site.	Same as for 4 Star but shall have at least one taxi company on site. In addition, shall have other customized transport service
3.12.4 Parking Facilities	Adequate and secure parking facility should be provided for guests by an attendant. Persons with disabilities should be catered for. The number of parking spaces should be proportional to the size of the Boutique hotel and in conformity with local/national building code.	Same as for 3 Star but parking shall be covered	Same as for 3 Star but facilities shall be of exceptionally high quality
3.12.5 Shoeshine amenities	Provision shall be made for a shoe shining facility	Same as for 3 Star Shall provide shoeshine amenities as part of room amenities.	Same as for 4 Star
3.12.6 Shopping facilities	Shall have a gift/convenience provision stocking items convenient for the traveller within the	Same as for 3 Star but the shop shall well stocked with souvenirs and convenience items	Same as for 4 Star

	establishment	.	
4.0 SAFETY & SECURITY			
4.1 Safety and Security	Shall ensure the facility meets the safety standards as guided by Occupational Safety and Health (OSHA) There shall be appropriate measures to secure the facility perimeter and service operation areas. In addition, the facility shall have adequate, properly trained and equipped security personnel. In addition, there shall be SOPs for all operational areas. Communication system connected to the external response team. Guest records shall be kept in accordance with local laws and regulations. Safety information shall be provided to guests and a disclaimer signed on arrival. Evidence of emergency drills and training with other relevant agencies with records kept. Be in contact with the local security agencies. Security policy and a dedicated Safety & Security Committee.	Same as for 3 Star but shall provide evidence of collaboration with other relevant security agencies.	Same as for 4 Star. But with well documented Emergency Response plan and implementation matrix.
	135	180	225
4.2 Access Control	There shall be manned entrances and exits 24-hour a day to secure perimeter. Accessible emergency escape routes	Same as for 3 Star but with electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.

	/doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for staff and guests with movement control within the premises.		
	150	200	250
4.3 Guest screening	There shall be provision for basic metal and explosive detectors and in addition Walkthrough Detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure that all guests and joiners' registration is done with original official identification documents	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star. But with sophisticated equipment of exceptional quality.
	90	120	150
4.4 CCTV Surveillance	CCTV Cameras at entry points, reception, perimeter and public areas manned at all	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star. But the information captured shall be stored

	times. The information captured shall be stored for at least one (1) month. The cameras shall have night and day vision. Shall ensure security officers are equipped to undertake surveillance with appropriate equipment. In addition, shall have a control point that is manned 24/7, have a communication system terminating at the security office/switchboard, have flashlights, have evidence of recorded patrol activities and have emergency contacts. Information captured shall be stored for at least 2 months.		for at least 6 months.
	105	140	175
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security. In addition, there shall be provision for safe deposit services. Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
	105	140	175
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate detectors, notifying and	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptionally high quality.

	extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team and records of fire drills kept. There shall be a store for all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws.and appropriate		
	165	220	275
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	60	80	100
4.8 Emergency Medical Support	Well stocked First Aid Kits shall be provided in	Same as for 3 Star but with ambulance or air lifting	Same as for 4 Star.

	strategic locations and accident prone areas with at least one staff being well trained	services on call. In addition, shall have an on-site clinic with a registered	
	in basic first aid application techniques. Registered Clinical officer/ Nurse/ Doctor on call.	Clinical officer/ Nurse/ Doctor subject to national regulations	
	45	60	75
4.9 Electrical Safety	All electrical installations shall be of very good materials, well maintained in accordance with applicable national electrical safety laws.	Same as for 3 Star. But with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with exceptional quality materials, fittings, and workmanship.
	30	40	50
5.0 WELLNESS & RECREATION SERVICES			
5.1 Swimming Pool size	Swimming pool shall not be less than forty (40) square meters.	Swimming pool shall not be of less than fifty (50) square meters.	The swimming pool shall not be less than seventy-five (75) square meters.
	15	20	25
5.2 Swimming Pool & Related Facilities	A swimming pool shall be provided and well maintained to ensure safety of swimmers. The pool shall have as minimum: - Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Rules. Pool surround deck/area with non-slip surface. Pool furniture. Separate changing rooms for men and	Same as for 3 Star a. In addition, shall have a chlorine dosing pump. Provision for heated pools in cold areas – where applicable	Same as for 4 Star but high quality of design and finishes.

	women. A separate pool/area for children shall be provided. Clear markings to indicate depth at different poi nts. Suitably trained, certified and equipped attendants and life savers. Shall have 'no diving signage' Shall maintain a record ofsensitization on healthy swimming habits. Be operated at maximum safetycondition with chlorine levels in pools kept between 1-3mg/l, with pH range of 6.8 - 7.4'. Shall have telephone access within close proximity with emergency numbers clearly indicated. but with CCTV Coverage in the public pool area		
	270	360	450
5.3 Fitness and Wellness services	There shall be provision for a health club fully equipped with a trained and certified fitness instructor, trained in first aid and cardio pulmonary resuscitation (CPR).	Same as for 3 Star but with a wide range of spa services offered by qualified appropriately trained and certified staff and ensure use of approved and certified products.	Same as for 4 Star but with a wider array of spa services with appropriately trained and certified staff.

	Staff shall adhere to service etiquette. Shall be in good condition and with well- maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is chang afte every use properly wash sanitized and in good condition. In addition, staff shall wear appropriate Personal Protective Equipment (PPE). linen shall be replaced after ea treatment		
	180	240	300
5.4 Entertainment and Recreation	Some form of entertainment and recreation shall be provided.	Same as for 3 Star But the different forms of entertainment should be catered for different ages.	Same as for 4 star but with evidence of a contract with entertainment service providers or in house entertainment team
	45	60	75
6.0 HUMAN RESOURCES AND STAFF FACILITIES			
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person and holder of at least a diploma or equivalent qualification in Hotel Management from a recognized institution with a relevant experience of at least one year. The facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 2 years.	Same as for 3 Star But the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 5 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of a national professional association

	60	80	100
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 70% of the staff shall possess certified qualifications from recognized institutions.	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.
	30	40	50
6.3 Departmental Heads	Depending on the size and organizational structure of the facility. Each department shall be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.	Same as for 3 Star but with a duty manager available at all times.	Same as for 4 Star. Each department shall be under the management of a person or persons with appropriate training from a recognized institution with over 10years experience
	45	60	75
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure Terms and conditions of service, statutory benefits and Training programs. Each department shall have their own customized training programs.	Same as for 3 star but shall have a Human Resource Management department	Same as for 4 Star but shall have a training unit.
	60	80	100
6.5 Staff Development Programs	There shall be provision for internal and external training programs.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.

	Training shall be continuous and cover relevant topic and emerging issues. The addition of an external training program. Comprehensive in-house training programs shall be in place.		
	90	120	150
6.6 Staff Grooming and Professional etiquette	A staff grooming policy shall be in place. Staff shall be properly always uniformed as per their respective areas of operation with name tags, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional etiquette. Staff working in high-risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the workstation. Staff f shall display high professional etiquette.	Same as for 3 Star but staff uniforms shall be of excellent quality and staff trained on professional etiquette.	Same as for 4 Star. But staff uniforms shall be of exceptional quality.
	105	140	175
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes and rewards performance of all staff at least annually. In addition, the Motel shall annually undertake staff	Same as for 3 Star but with recognition of staff by department. In addition, there shall be an annual Team Building activity.	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.

	satisfaction evaluation for the purpose of continuous improvement		
	90	120	150
6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided. In addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with addition of annual events such as staff parties.	Same as for 4 Star but with quarterly events.
	60	80	100
6.9 Staff Welfare Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and	Same as for 3 Star but the facilities shall be of much higher quality and accommodation facilities shall be en suite.	Same as for 4 Star. But the facilities shall be of exceptional quality and standards.

	hygiene practices.		
	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE			
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the facility. In addition, information shall be offered electronically in guestrooms.	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star But with an E-Commerce enabled website.
	45	60	75
7.2 Social Media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience. Shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback.	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party.
	105	140	175
7.3 Complaints Handling	There shall be a documented complaint handling SoP compliance to national consumer protection laws. In addition, there shall be procedure for complaint handling and records of the action taken on the same	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but shall have documented monthly reports of complaints handled
	75	100	125
7.4 Recognition Awards	There shall be at least one award issued by a reputable and relevant regional (within Africa) institution in the	Same as for 3 star but with presence of at least two awards issued by a reputable and relevant regional (within Africa)	Same as for 4 star but with presence of at least one award issued by a reputable and relevant international institution

	preceding five years.	institution in the preceding five years.	in the preceding five years.
	45	60	75

4. CRITERIA FOR TENTED CAMPS

SCORE FOR TENTED CAMPS

(e) To qualify for One Star grading, a Tented Camp must score at least 20% of the overall total maximum scores in Tented Camp criteria, a minimum of 40% in Guest Service Section and a minimum of 30% in Guest Satisfaction and Experience Section.

(f) To qualify for Two Star grading, a Tented Camp must score at least 39% of the overall total maximum scores in Tented Camp criteria, a minimum of 50% in Guest Service Section and a minimum of 40% in Guest Satisfaction and Experience Section.

(g) To qualify for Three Star grading, a Tented Camp must score at least 56% of the overall total maximum scores in Tented Camp criteria, a minimum of 60% in Guest Service Section and a minimum of 50% in Guest Satisfaction and Experience Section.

(h) To qualify for Four Star grading, a Tented Camp must score at least 71% of the overall total maximum scores in Tented Camp criteria, at least 65% in each section and a minimum of 70% in Guest Satisfaction and Experience Section.

(i) To qualify for Five Star grading, a Tented Camp must score at least 86% of the overall total maximum scores in Tented Camp criteria, score a minimum of 80% in each section and a minimum of 80% in Guest Satisfaction and Experience Section. Additionally, must be HACCP Certified.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Human Resource & Staff facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to camps situated within or in close proximity to the main attraction of the area.

2. Product Designators

2.1 Tented Camp - A commercial semi-permanent hospitality facility physically designed to blend with the natural or cultural environment (using mainly canvas and locally occurring material) and have minimum impact on the environment with at least five lettable rooms located within or adjacent to a natural ecosystem or conservation area with majority of clientele being leisure or adventure seekers and has at least one guided natural or cultural experience.

(a) Guest expectations

(i) A destination experience focused on minimal adverse impact on the environment

(ii) Commitment to ecological preservation and protection;

(iii) Engagement and strong representation of the local culture (through design, room décor, availability of local craft, use of local produce and participation in cultural activities within the local community).

(b) Definition of terms

For the purpose of this standard the following definitions shall apply

1) Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers

2) A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

3) Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in an area that is outside their natural habitats where they usually are established.

4) Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

5) Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

6) Conference room supplies – means amenities and supplies provided for guests attending conference meetings, they include potable water, stationary and conference equipment.

7) Deep cleaning – means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

8) Desludging – means the process of removing sediments by draining and

cleaning a tank.

9) Detectors – Smoke and fire detectors

10) English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

11) Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include; a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

12) Essential guest supplies – means amenities and supplies provided by the camp for guests' needs and convenience. They include: safe drinking water, water glasses, Do Not Disturb sign, guest stationary, bed side rag, hygiene kit, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

13) Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that are provided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

14) Essential Suite facilities, supplies and amenities - means the features and supplies in a suite/ family room that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

15) Façade – means the front exterior part of the camp that is observable by the guest from the entrance.

16) Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

17) Fittings/fixtures – items in a property that are attached to the building or to equipment

18) Foyer – means an entrance hall or other open area in a building used by the public such as a lobby

19) French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

20) Fully Automated – means installing a single system of operating or

controlling all the processes in the different sections of the camp by use mechanical and electronic devices and reducing human intervention to a minimum.

21) Fully integrated – means to combine all the different automated functions under specific sections of the camp together in order to work as one entity.

22) Gram per square meter (gsm) – means the metric measure of a fabric's weight, it is defined as the spread rate at which one gram of a fabric is spread over the area of one square meter which means the higher the gsm number the denser the fabric.

23) Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

24) Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

25) Indigenous- means something or someone that is native to an area or naturally existing in a place and belongs there.

26) Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

27) Mixology – means the skill of mixing cocktails and other drinks.

28) Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

29) PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

30) Permissible sound – means the allowable level of sound that can be exposed to the human area at particular situations.

31) Person with Disability means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers;

32) Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and quantifying food served to them.

33) Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

34) Pre-plated / American service – means a style of service where food is portioned and pre- plated in the kitchen and served by a waiter.

35) Right Temperatures -

- Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.
- Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and

65^0C for buffet.

- Cold foods; shall be held at temperatures below 5^0C.

36) Russian service – means a style of service where food is elaborately presented, well decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

37) Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

38) Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service

39) Semi-automated – means to combine a portion of the different automated functions under specific sections of the camp together in order to work as one entity.

40) Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, Instagram, etc.

41) Suitable – means something that is fit or appropriate for a particular purpose.

42) Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

43) Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

44) Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Acronyms

a) BSA – Beverage Service Area
b) CSR- Corporate Social Responsibility
c) EMS - Environmental Management Systems
d) FIFO – first in first out
e) GSM – Grams per Square Meter
f) HACCP – Hazard Analysis and Critical Control Point
g) LAN – Local Area Network
h) MOAs - Memorandum of Agreements
i) OSHA – Occupational Safety and Health Act
j) PPE –Personal Protection Equipment
k) PWD – Persons with Disabilities
l) SOP – Standards Operating Procedures
m) SQ. M.- Square Meter
n) UN – United Nations
o) W.C. – Water Closet
p) WAN – Wide Area Network
q) WHO – World Health Organization

Requirements: The following shall be the requirements for a Tented Camp:					
SECTION–ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
PHYSICAL QUALITY FEATURES					
1.1 LOCATION ACCESS					
1.1.1 Location	The location of the facility shall be suitable for a tented camp and easily accessible. In addition, shall be safe, comfortable, offers tranquillity and the environment shall be free from any form of pollution.	Same as for 1 star but with clear, visible and appropriate signage.	Same as 2 star, but shall have an online presence to enhance accessibility.	Same as for 3 star but with an exclusive appeal to high end clientele.	Same as 4 star but have customised means of access.
	35	70	105	140	175
1.1.2 Site Suitability	The facility shall be in harmony with the natural and/or built up environment. The riparian/ shore line rule shall be adhered to.	Same as for 1 star but with additional efforts to enhance the aesthetics of the site.	Same as for 2 Star but with an impressive site offering greater vantage in terms of scenery and rich in biodiversity.	Same as for 3 Star The locality including the outlook shall be suitable for a tented camp of internationally recognizable standards.	Same as for 4 Star but with evidence of innovative ways to improve on the aesthetics of the site
	25	50	75	100	125
1.1.3 Entrances &	There shall be separate	Same as for 1 but with	Same as for 2 star but	Same as for 3 star but shall	Same as for 4 star.

Exits	and independent access points for guests, staff and for deliveries. In addition, shall have a design and layout that minimize security risk and aids proper access control. Shall provide hand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the facility and other strategic location proportional to the size of the facility, which shall be hygienically operated.	clear and paved pathways.	artistically designed and having an aesthetic appeal.	in line with the camp theme.	
1.2 CAMP ARCHITECTURAL FEATURES					
1.2.1 Design and Layout	The camp shall be in conformity with the building Code and other existing	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but its finish shall be of higher quality in design and décor.	Same as for 3 Star but the façade shall be of high appeal.	Same as for 4 Star but shall have a design theme with elegant, unique and distinctive features.

	structure regulations, modest in style and beauty and structurally sound. It shall be in harmony with the physical built up, natural, social and cultural environment. The facility shall have a layout that enhances free flow of operation and services.				
	35	70	105	140	175
1.2.2 Provision for Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip-textured/ roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and Convenient route for wheelchair	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background.	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas. There shall be a further use of integrated decor features to Indicate change of areas and surfaces	Same as for 4 Star. But Shall have at least four specially designed rooms for PWD's. In addition, lift shall have flashing lights linked to alarms and emergency buttons.

	users with a gradient not steeper				
	than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted	navigation around the property	In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.	so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	

	with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check- in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find				

	their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms.				
	50	100	150	200	250
1.2.3 Efficient flow of Services	The structure shall be well designed to enable efficient use of space and flow of service delivery.	Same as for 1 star but with connected service points.	Same as for 2 star but with emphasis on aesthetics and functionality.	Same as for 3 star but with an efficient connectivity to ensure optimum utilisation of space.	Same as 4 star but in addition shall embrace international best practice.
	20	40	60	80	100
1.2.4 Lighting, Ventilation & Temperature Control	The facility shall have provision for optimal natural and/or functional artificial illuminatio n. Adequate natural and/or sufficient mechanical	Same as for 1 Star. but with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and temperature control.	Same as for 3 Star but with quality fixtures and fittings that are tasteful to provide a pleasant ambiance.	Same as for 4 Star but with exceptional quality fixtures and fittings.

	ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco-friendly.				
	25	50	75	100	125
1.2.5 Floors, Walls& Ceilinsgs	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards.	Same as for 1 star but with good quality, fittings, workmanship and finish.	Same as for 2 star but with high quality materials and finish.	Same as for 3 star but with excellent quality materials and finish.	Same as for 4 star but with exceptional quality materials and finish.
	20	40	60	80	100
1.2.6 General Stores	Should be provision for adequate general storage with separation of different types of merchandise/goods, well-ventilated and maintained.	Same as for One Star but with Proper shelving and cabinets should be available	Same as for One Star, but better organized, both in terms of goods segregation, layout	Same as for Three Stars but enhanced separation in terms of rooms with high quality	Same as for Three Stars but with material control system
	20	40	60	80	100
1.3 PUBLIC AREAS					

1.3.1 Lounge/ Public Areas	Shall be as per building code and minimum size not less than 0.5 sq. m. per guest bed.	Same as for 1 star but with a minimum size of not less than 1 s.q.m. per guest bed.	Same as for 2 Star but with a minimum size of not less than 1.5 sq. m. per guest bed.	Same as for 3 star but with a minimum size of not less than 2 s.q.m. per guest bed.	Same as for 4 Star but with a minimum size of not less than 2.5 sq. m. per guest bed.
	5	10	15	20	25
1.3.2 Lounge Area	There shall be provision for a lounge area with a seating space that is proportionate to the capacity of the camp. In addition, adequate and appropriate furniture shall be provided. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.	Same as for 1 Star but furniture, furnishings and fittings shall be of good quality.	Same as for 2 Star but with a distinct lounge area with appropriate décor	Same as for 3 Star but with furniture, fittings and décor in harmony with the theme of the camp.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of luxury and ambiance.
	35	70	105	140	175
1.3.2 Circulation areas (walkways)	Circulation areas shall allow easy passage, be well lit and finished with a non-slip material. Side	Same as for 1 Star but shall have appropriate décor.	Same as for 2 Star but with good quality finish and incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.

	railings shall be provided where applicable. In addition, shall be well, maintained and in-line with the building code. Shall have accessible well-lit emergency escape routes/exits free from obstruction and with clear directional signage. 'No smoking' signage prominently displayed				
	25	50	75	100	125
1.3.5 Provision for Parking	There shall be provision for adequate and secure parking space in close proximity to the camp and in relation to the number of tents. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well- marked demarcations	Same as for 1 star but shall have provision for parking tags/passes (where applicable) and have defined parking routes for vehicles.	Same as for 2 star but with adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well maintained, designated and paved.	Same as 4 Star.
	30	60	90	120	150
1.3.6 Public Washrooms	There shall be provision for public washrooms conveniently located near	Same as for 1 Star but the materials used shall be of good	Same as for 2 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but the materials used shall be of excellent	Same as for 4 Star but in addition a well equipped powder space shall be provided.

	public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated, with adequate amenities and properly secured at all times. Good impervious non- slip and easy to clean material shall be used for floors and walls. Wall covering materials shall reach a minimum height of 1½ meters from the floor. There shall be at least one (1) washroom for persons with disabilities (PWD). There shall be provision for hygienically operated hand wash basins that are adequate in number with provision of running water, hand washing soap/foam and hygienic means of hand drying.	quality.		quality.	
	40	80	120	160	200
1.3.6 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than	Same as 1 star but the fittings shall be of very good	Same as 2 star but the fittings shall be of high quality	Same as 3star but the fittings shall be of excellent quality	Same as 4 star but the fittings shall be of exceptional quality. In addition, the basin shall be adjacent to the

	1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet- paper holder shall be easily accessible for use while seated.	quality			toilet and located no more than 300mm from the toilet seat to enable the user to wash hands while seated.

	30	60	90	120	150
2.0 SUSTAINABILITY REQUIREMENTS					
2.1 Environmental Policy & Plans	The Camp shall have annual environmental audits in place.	Same as for 1 Star but with an environmental policy and implementation plan in place.	Same as for 2 Star with evidence of sensitization of guests & staff that cascades to each department and with clear budgetary plans. In addition, the facility shall have a disaster management plan in place.	Same as for 3 Star but with evidence of implementation and communication.	Same as for 4 Star but with evidence of Environmental Management Systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation, shall have evidence of monitoring and evaluation.
	35	70	105	140	175
2.2 Environmental Architectural Features	The camp structures shall incorporate eco- friendly technologies including alignment and layout of tents to maximise use of natural lighting and ventilation as well as rain water harvesting. In addition, local building materials shall be used.	Same as for 1 Star but with greater emphasis on harmony with the environment and appeal.	Same as for 2 Star but with emphasis on sophistication, style and aesthetic appeal.	Same as for 3 Star but the façade shall be of excellent quality finish	Same as for 4 Star but shall have unique, elegant and distinctive features and in complete harmony with the environment.
	35	70	105	140	175
2.4 Acoustics/ Noise Management	Permissible sound management features shall be in place for comfort and privacy of guests. In addition, informative signage shall be put in place.	Same as for 1 Star but deliberate effort to contain noise from generating points /noise sensitive areas of the facility.	Same as for 2 star but with deliberate regulation of background noise.	Same as for 3 star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings towards natural sounds.

	30	60	90	120	150
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance with waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately. Solid waste shall be stored in a temperature regulated area.	Same as for 1 Star but in addition effective separation at source and clear labelling of waste bins throughout the facility.	Same as for 2 Star, but in addition shall have effective solid waste management plan and measures to avoid, reduce, re-use and recycle (A3R).	Same as for 3 Star, but shall monitor and record all types of waste and has plans to minimize wastage.	Same as for 4 Star, but shall have an integrated solid waste management system.
Water Management	waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water and	efficient waste water treatment system that is regularly inspected. Quarterly records of	evidence of regular desludging.	have technical staff with appropriate skill and capacity to handle waste water management.	water management system that promotes innovative measures to reduce, recycle and re-use waste water.

	food and environmental pollution. In addition, grease trap for kitchen drains shall be provided in accordance with the national laws and existing regulations. Provide evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records. Shall have measures for re- use of treated waste water.	effluent analysis from accredited laboratory maintained.			
	40	80	120	160	200

2.7 Water conservation & Management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. In addition, shall demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g. rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report. Waste water management shall be handled by a competent technical staff.	Same as for 1 Star but in addition have estimated water usage records at different sections of operations. Deliberate sensitizatio n and promotion on water conservatio n to staff and guests. Shall ensure adequate storage capacity to last at least 4 days in case of water supply breakdown.	Same as for 2 Star but with evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry) Ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 star but shall demonstrate evidence of water monitoring at source and all points of use. Direct involvement in water conservation programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 star but establish alternative sources. Embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.
	50	100	150	200	250
2.8 Energy Conservation	There shall be provision for efficient and cost effective energy sources in use as well as make	Same as for 1 star but in addition shall install energy conservatio	Same as for 2 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant	Same as for 3 star but in addition shall have in place an energy conservation policy, an	Same as for 4 star but in addition shall have evidence of appropriate energy saving appliances.

	deliberate efforts to promote use of clean energy. In addition, there shall be evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy.	n devices.	ambience. In addition, shall have regular energy audits and records kept.	energy plan with implementation matrix and have an energy committee in place. The camp shall also undertake energy audits at least once in three years.	
	40	80	120	160	200
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 1 star but with evidence of host community preference.	Same as for 2 Star but shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 star but have quality assurance measures in place.	Same as for 4 star but shall embrace information technology that supports multi-level decision making in supplies.
	25	50	75	100	125
2.10 Corporate Social Responsibility (CSR)	Shall have at least one community empowerment initiative annually. Shall be in good relations with the neighbourhood national security agencies and other key emergency responders.	Shall have clear community empowerment programs and budget linking the guests, staff and the host community.	Same as for 2 star but with a CSR policy, implementation plan and communication strategy in place.	Same as for 3 star but with evidence of implementation. In addition, demonstrated MOAs and agreement.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs
	35	70	105	140	175
3.0 GUEST SERVICES					
3.1 FRONT OFFICE SERVICES					
3.1.1 Reception Service Area	There shall be a designated reception area	Same as for 1 star but with	Same as for 2 star but reception services shall be	Same as for 3 star but in addition shall	Same as for 4 star but the services shall be highly

	to receive and handle guests. There shall be personnel on call for at least 18 hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a clear view of the hotel entrance and guest rooms All guests and joiners check in shall be done using original identification documents There shall be provision for Plexiglas barriers at payment counters. Shall promote digital communication/ automation of processes to minimize touch points such as check in/out and paperless transactions (where possible). Implement processes focused on enhanced sanitation and frequent disinfection.	additional provision for porterage services.	manned for 18 hours a day and the hours of operations displayed	have designated guest relations service.	specialised.

	Guest health and safety information shall be prompt, clear, accurate and consistent. Health and Safety briefings shall be provided to all guests in line with the facilities SOPs for arrival/ check in or boarding of vehicles. There shall be provision of notices and any other sensitization information at strategic locations. A designated section with safe deposit facility available for guests covered by CCTV and with proper records.				
	80	160	240	320	400
3.1.2 Reservation	There shall be a clear reservation and cancellation policy.There shall be a measure to capture guest details manually or online.	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network (LAN).	Same as for 3 star but with some form of integration.	Same as for 4 star with Wide Area Network (WAN) where applicable and in addition shall be fully integrated.
	25	50	75	100	125
3.1.3 Concierge and Luggage Handling services	There shall be provision for guest assistance services .In addition, secure	Same as for 1 Star but in addition there shall be	Same as for 2 star but with designated personnel.	Same as for 3 Star, but the personnel shall be appropriately	Same as for 4 Star but in addition 18 hours' porterage services and assistance with

	short term luggage storage shall be provided. Guest luggage shall be disinfected after offloading.	provision for appropriate equipment for luggage handling.		uniformed and knowledgable in customer care.	luggage available.
	25	50	75	100	125
3.1.4 Billing & Modes of payment	There shall be a provision for acceptable billing and payment modes. In addition, there shall be provision for cashless payment (mobile money services and a payment card reading process data quickly (PDQ) machine.	Same as for 1 Star But there shall be provision for undertaking transactions in at least 1 international currency	as for 2 star but there shall be provision for undertaking transactions in at least 2 international currencies In addition, there shall be provision for foreign exchange services for at least 1 international currency	Same as for 3 star but there shall be provision 3 international currencies. In addition, there shall be provision for foreign exchange services for at least 2 international currencies	Same as for 4 star but there shall be provision for undertaking transactions in at least 4 international currencies. In addition, there shall be provision for foreign exchange services for at least 2 international currencies
	20	40	60	80	100
3.1.5 Luggage, lost and found Services	There shall be a clear procedure for handling lost and found items and a designated safe storage facility.	Same as for 1 Star but in addition shall have a policy in place.	Same as for 2 Star but shall provide evidence of an inventory of the lost and found items and a collection list.	Same as for 3 Star but with the appropriate personnel handling lost and found items.	Same as for 4 star but with a management report.
	20	40	60	80	100
3.1.6 Communication and internet Services	Timely and accurate information shall be provided to guests. Appropriate communication channels shall be available. In addition, a telephone exchange facility and	Same as for 1 star but with appropriate equipment of good quality.	Same as for 2 star but with high speed reliable *Wi-fi* available in all areas of the camp.	Same as for 3 star but the equipment shall be of excellent quality.	Same as for 4 star but with a fully equipped business center with adequate secretarial services as required by guests.

	telephone facilities provided. *Wi-fi* shall be provided in all public areas and guest tents.				
	25	50	75	100	125
3.2 GUEST TENTS ROOMS					
3.2.1 Tent size	Shall be as per building code and the minimum size of guest room shall be 15 sq. m.	Same as 1 Star but the minimum size shall be 20 sq. m.	Same as 2 Star but the minimum size shall be 25 sq. m.	Same as 3 Star but the minimum size shall be 30 sq. m.	Same as 4 Star but the minimum size shall be 40 sq. m.
	5	10	15	20	25
3.2.2 Tent cleaning	Tents shall be clean, sanitised and odourless. Cleaning of the tents shall be done daily and disinfected after every check out. Depending on the layout of the facility and the tent sizes, the ratio of personnel to tents shall be at most 1:12. Staff shall be properly equipped with appropriate cleaning equipment and PPE's and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating	Same as for 1 star but tent attendants shall be well trained.	Same as for 2 star but shall have specialized cleaning equipment and environmentally friendly detergents.	Same as for 3 star but shall provide evidence of deep cleaning done at intervals.	Same as for 4 star but the specialized cleaning equipment and supplies shall be of exceptional quality.

	Procedures (SOP's) in place. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of tents and shall provide evidence of deep cleaning done at intervals. Hand gloves shall be cleaned and disinfected between tents. Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turn down services shall be restricted to facilitate minimum contact.				
	45	90	135	180	225
3.2.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190 cm (5x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length
	5	10	15	20	25
3.2.4 Bedding	Bedding shall be white and of	Same as for 1 Star but	Same as for 2 Star but shall have	Same as for 3 Star but shall	Same as for 4 Star but shall be of

Requirements & Quality	good quality cotton or linen fabric with a thread count of	shall be of high quality and have a thread	provision for a stock sheet and have a	be of much higher quality and have a	superior quality and with a higher degree
	150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet with at least two pillows, mosquito net covering the entire bed and long enough to reach the floor. In addition, there shall be provision for appropriate curtains and upholstery. Linen shall be changed after every two days or at the guests convenience and with every new guest.	count of 180 gsm.	thread count of 200 gsm.	thread count of 250 gsm.	of luxury and have a thread count of 300 gsm.
	30	60	90	120	150
3.2.5 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.2.6 Tent Décor	Décor shall be of good quality, conforming to the social and cultural environment, with harmony	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the camp's theme.	Same as for 3 Star but shall be superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.

	of colors and well maintained.				
	15	30	45	60	75
3.2.7 Tent lighting	The design of the tent shall allow adequate natural lighting with one light fixture for each bed in addition to the general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the entrance door. Light fixtures used shall be of good quality. International multi- power point/plug adaptor shall be made available on request.	Same as for 1 Star but shall be portable or other light fixtures suitable for a study table shall be provided.	Same as for 2 Star but with additional light fixtures over the dressing table mirror and very good quality	Same as for 3 star but with a master switch and bedside lights with switches conveniently located within reach of the guests and with aesthetic features.	Same as for 4 Star but light fittings and fixtures shall be of exceptional quality.
	40	80	120	160	200
3.2.8 Temperature Control	Adequate natural ventilation and/or sufficient mechanical air conditioning shall be provided. Heating and cooling system that are eco-friendly and that can be individually controlled by the guests to their comfort levels based on geographical location of the camp and for	Same as for 1 Star but the heating and cooling system shall be of good quality.	Same as for 2 Star but the heating and cooling system shall be of very good quality	Same as for 3 star but the heating and cooling system shall be of excellent quality.	Same as for 4 star but the heating and cooling system shall be of exceptional quality.

	all seasons.				
	25	50	75	100	125
3.2.9 Furniture & Fittings	All tents shall have a bed, bedside table fitted with a socket, lamp shades and at least one chair which shall be of good quality and condition. There shall be provision for at least 3 functional sockets. In addition, the mattress shall not be less than 15 cms thick with two matching pillows.	Same as for 1 star but with a study table and suitable chairs.	Same as for 2 star but shall be of very good quality. The tents shall have at least one couch provided.	Same as for 3 Star but shall have bed(s), bedside table(s) and couches of excellent quality and appropriate to the number of guests per room. Shall have lighting and a multi-power plug or point provided.	Same as for 4 star but with a higher degree of luxury.
	35	70	105	140	175
3.2.10 Wardrobe & Luggage Storage	There shall be provision for adequate in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	Same as for 1 star but shall have a minimum of 2 drawers or shelves appropriate and fit for purpose per tent. This shall also accommodate additional pillows and blankets.	Same as for 2 star but with an additional luggage stand per tent.	Same as for 3 star but excellent level of drawer or shelf and provision for male and female hangers.	Same as for 4 star but of superior quality
	25	50	75	100	125
3.2.11 Guest information	The facility's information and	Same as for 1 Star but	Same as for 2 Star but information	Same as for 3 Star but shall	Same as for 4 Star but the

services	services shall be provided in all tents in an information folder. Emergency evacuation procedures shall be made available in all tents. All information shall be provided in Kiswahili and English /French. Special notices regarding the facility lien and liabilities shall be well displayed Guest health, safety and hygiene information shall be prompt, clear, accurate and consistent.	the quality of the materials used shall be good.	shall be in any other UN recognized language relevant to the camp.	avail a comprehensive guest information directory.	comprehensive guest information directory given shall be multi-lingual with visually enhanced material.
	30	60	90	120	150
3.2.12 Tent supplies	Essential guest supplies shall be provided for guest comfort. In addition, shall provide hygiene kit to guests as part of in- room amenity during their stay.	Same as for 1 star but all items shall be of good quality.	Same as for 2 star but shall be of very good quality.	Same as for 3 star but shall be professionally branded with emphasis on environmental sustainability and of excellent quality.	Same as for 4 star but with additional guest room supplies. The items shall be of exceptional quality.
	25	50	75	100	125
3.2.13 Guestroom Numbering	Guest tents shall be numbered, lettered or otherwise designated with clear signage.	Same as for 1 Star but of good quality.	Same as for 2 Star but of very good quality fittings.	Same as for 3 Star but of excellent quality.	Same as for 4 Star. but with exceptional finishes.
	15	30	45	60	75

3.2.14 Communication service in Rooms	An electric bell, light or sound signal, telephone or radio shall be provided in every tent for internal communication. Where applicable, telephone shall have an emergency call button or speed dial number.	Same as for 1 Star but in addition, high speed *wi-fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial.	Same as for 3 Star but with Computer data points/hot spots.	Same as for 4 Star.
	25	50	75	100	125
3.3 GUEST BATHROOMS					
3.3.1 Bathroom size	Bathroom/WC of not less than 8 sq. m.	Bathroom/WC of not less than 10 sq. m.	Bathroom/WC of not less than 12 sq. m.	Bathroom/WC of not less than 14 sq. m.	Bathroom/WC of not less than 16 sq. m.
	5	10	15	20	25
3.3.2 Towels and Bathrobes	All towels and bathrobes shall be white, adequate, of good quality material in good condition, with towel thread count of 350 gsm and changed daily or on guest request. Bath mat of modest material shall be provided.	Same as for 1 Star but with towel thread count of 400 gsm.	Same as for 2 Star but with towel thread count of 450 gsm. Bath towel shall be at least 70cm by 140 cm and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe.	Same as for 3 star but with towel thread count of 550 gsm, the bath towel shall not be of less than 100cm x 150cm and shall be of higher quality material.	Same as for 4 Star but with towel thread count of 600 gsm and shall be of much higher quality.
	25	50	75	100	125
3.3.3 Amenities and supplies in Bathrooms	All bathrooms shall be en suite, equipped with essential bathroom amenities and supplies. In addition, shall have grab rails	Same as for 1 star but fitted with a mirror and have shower cubicle. In addition, there shall	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage	Same as for 3 star but with sufficient hot water available 24 hours and have at each fitting a mixer valve. In	Same as for 4 star, the quality and range shall reflect a degree of luxury and shall have a bathtub.

	at shower area, proper lighting and electrical fittings well maintained and properly earthed. There shall be provision for sufficient hot water at reasonable times, usually between 6 am to10 pm. The bath and shower shall provide a strong and easily adjustable flow of water. Arabic shower /bidet shall be provided. In addition, shall have a vanity kit. Shall have a lidded water closet (WC) with assorted toilet paper, toilet paper holder, lidded & lined waste bin and sanitary bags.	be provision for adequate storage and space for guest own toiletry, hook for clothes, non-slip surface or mat and towel rail.	indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed. In addition shall have telephone extensions.	addition the items shall be branded.	
3.3.3 Amenities and supplies in Bathrooms	All bathrooms shall be en suite, equipped with essential bathroom amenities and supplies. In addition, shall have grab rails at shower area, proper lighting and electrical fittings well maintained and properly earthed. There shall be	Same as for 1 star but fitted with a mirror and have shower cubicle. In addition, there shall be provision for adequate storage and space for guest own toiletry,	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed. In addition shall	Same as for 3 star but with sufficient hot water available 24 hours and have at each fitting a mixer valve. In addition the items shall be branded.	Same as for 4 star, the quality and range shall reflect a degree of luxury and shall have a bathtub.

	provision for sufficient hot water at reasonable times, usually between 6 am to10 pm. The bath and shower shall provide a strong and easily adjustable flow of water. Arabic shower /bidet shall be provided. In addition, shall have a vanity kit. Shall have a lidded water closet (WC) with assorted toilet paper, toilet paper holder, lidded & lined waste bin and sanitary bags.	hook for clothes, non-slip surface or mat and towel rail.	have telephone extensions.		
	50	100	150	200	250
3.4 KITCHEN					
3.4.1 Kitchen Size	Area including food stores and pantry shall be in proportion to the capacity of the establishment. The minimum size shall not be less than 0.5 sq. m. per guest bed.	Same as for 1 Star but the minimum size shall not be less than 0.6 sq.m. per guest bed.	Same as for 2 Star but area per guest bed shall not be less than 0.65 sq.m. per guest bed	Same as for 3 Star but area per guest bed shall not be less than 0.75 sq.m. per guest bed	Same as for 4 Star but in addition shall have at least one specialty kitchen.
	10	20	30	40	50
3.4.2 Flow of food service	The kitchen shall be conveniently located in relation to the restaurant /dining area to	Same as for 1 Star.	Same as for 2 star but with added provision for enhancement of service efficiency.	Same as for 3 Star but with a highly efficient and convenient method of conveying	Same as for 4 Star but with enhanced mechanisms for transmitting guest order information.

	facilitate service efficiency and one way flow of food service. There shall be two independent access ways to facilitate one-way movement between the kitchen and the restaurant/ dining room. If the kitchen is on another floor, there shall be separate food lifts to convey food to the restaurant/dinin g room			food.	
	25	50	75	100	125
3.4.3 Organisation of the Kitchen	There shall be provision for visible segregation and labelling of work stations/work tops for ease of work.	Same as for 1 Star but with different and appropriate working areas.	Same as for 2 Star but with partitioning and sections that are clearly labelled.	Same as for 3 Star but shall be highly organized and fully departmentali zed.	Same as for 4 Star.
	15	30	45	60	75
3.4.4 Kitchen worktops and equipment	Work tops shall be adequate, of non-rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water	Same as for 1 Star but with appropriate equipment for each section which shall be handled hygienically . In addition, shall be of good quality.	Same as for 2 Star, but surfaces made of stainless steel. Kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/ washed separately on deep and high temperature wash cycle. In addition, shall be of High quality.	Same as for 3 Star, but of excellent quality material. Infra-Red thermometers shall be used.	Same as for 4 Star but of exceptional quality.

	for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored. Chopping boards shall be colour coded and knives specific for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their				

	intended use.				
	65	130	195	260	325
3.4.5 Hand wash Basin	There shall be provision for hygienically operated hand wash basins that are adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non-perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star. But with good quality fittings and accessories provided	Same as for 2 Star. But with very good quality fittings	Same as for 3 Star but located at convenient sections of food preparation areas with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.
	15	30	45	60	75
3.4.6 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared.	Same as for 1 Star but the light fittings shall be of better quality.	Same as for 2 Star but light fittings shall be of very good quality and functional.	Same as for 3 Star but with excellent quality standard of fittings and finish	Same as for 4 Star but with emphasis on renewable energy.
	25	50	75	100	125

3.4.7 Regulation of temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept.	Same as 1 Star but with mechanisms to regulate temperature in different sections of the Kitchen.	Same as for 2 Star but the fittings shall be of very good quality.	Same as for 3 Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen.	Same as for 4 Star but shall be of exceptional quality.
	25	50	75	100	125
3.4.8 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap. All drains shall be maintained in good working condition, at all times. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.	Same as for 1 Star but the grease trap mechanism used shall be environmental friendly.	Same as for 2 Star but with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.	Same as for 3 Star.	Same as for 4 Star but the grease trap in use shall be of up to date technology.
	30	60	90	120	150
3.4.9 Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. The floor	Same as for 1 star but shall be of high quality	Same as for 2 star but of superior quality materials and	Same as for 3 star but shall be of excellent	Same as for 4 star but more luxurious and of exceptional

	and wall junctions shall be coved. Floors shall be of non- slip impervious materials, free from trip or fall hazards and conducive to easy cleaning.	materials and finish	finish	quality.	quality.
	20	40	60	80	100
3.5 FOOD SAFETY AND HYGIENE					
3.5.1 Food Hygiene Policy & Procedure	The facility shall comply with existing food safety and hygiene regulations and standards. Shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training.	Same as for 1 Star but in addition, shall document and implement procedures related to various functions related to food safety and hygiene	Same as for 2 star but shall also have an internationally recognized certification in food safety and hygiene	Same as for 3 star but shall provide evidence of regular monitoring and evaluation of implementation and progress.	Same as for 4 star but shall also be HACCAP Certified
	30	60	90	120	150
3.5.2 Food Safety and Quality	Food shall be prepared as per the recipes, well presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held	Same as for 1 star. But food shall be properly packaged and sealed.	Same as for 2 star but the ingredients used shall ensure quality meals and presentation. Consideration given to providing Additionally, food traceability shall be evidenced.	Same as for 3 star but enhanced culinary skills in preparation and presentation.	Same as for 4 star but in addition innovation shall be demonstrated in the food preparation and service.

	at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination. Food items shall be labelled and ingredients indicated.				
3.5.3 Food equipment	The facility shall have appropriate equipment for different types of food preparation areas.	Same as 1 Star but the equipment shall be of good quality and easy to clean.	Same as 2 star but with a wider variety of equipment.	Same as 3 star but with highly specialized equipment.	Same as 4 star but of exceptional quality.
	20	40	60	80	100
3.5.4 Food Supplies	The facility shall have provision for designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items.	Same as 1 Star but with a supplies policy and plan in place. In addition, have evidence of an inventory of the suppliers and	Same as 2 star but with an automated system and qualified personnel in place to update and manage stores.	Same as 3 star but with an integrated supplies system.	Same as 4 star but with evidence of local community empowerment through suppliers preferred.

	Offloading and loading areas and surfaces shall be cleaned and disinfected/sanitized at regular intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non-food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to facilitate hygienic receipt of food items. Food shall be received in an area close to storage for ease in movement and to avoid contamination. Facilities shall ensure all necessary documentation is done properly for traceability and	supplied items.			

	ease of reference. Food shall be packed in clean, bio degradable and food grade packaging material.				
	70	140	210	280	350
3.5.5 Food Storage	There shall be provision for adequate and appropriate food storage facilities with proper separation and labelling of uncooked, cooked and ready to eat food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be stored in a clean and well-maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. In addition, FIFO concept in	Same as 1 Star but in addition all food shall be kept in the right temperature and proper records of the same be kept.	Same as 2 star but with interlinked stores management system.	Same as 3 star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 star but in addition conveyer method for ready food shall be provided.

	stock rotation shall apply. Food items shall be well covered and coded when kept in the refrigerators and freezers.				
	65	130	195	260	325
3.6 RESTAURANTS					
3.6.1 Restaurant Capacity	Total seating capacity shall be at least 30% of the bed capacity.	Total seating capacity shall be at least 40% of the bed capacity.	Total seating capacity shall be at least 50% of the bed capacity.	Total seating capacity shall be at least 60% of the bed capacity.	Total seating capacity shall be at least 80% of the bed capacity.
	5	10	15	20	25
3.6.2 Features and Facilities	There shall be provision for at least one restaurant, open to residents and non- residents, for breakfast lunch and dinner seven days a week. Shall be well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guest. Shall have a designated smoking room/area in accordance with local regulations.	Same as for 1 star but with emphasis on efficient flow of services.	Same as for 2 Star	Same as for 3 Star but with at least two (2) different service points.	Same as for 4 Star but with more than two (2) service points offering different cuisines and services. In addition, shall have a private dining outlet.
	25	50	75	100	125

3.6.3 Furniture, Equipment and Accessories	There shall be provision for adequate, functional, comfortable, clean, appropriate, of good quality and take into consideration the needs of Children and Persons with disabilities.	Same as for 1 Star but all shall be of high quality.	Same as for 2 Star but all shall be of superior quality and in harmony with the camp's theme.	Same as for 3 Star but shall be luxurious and more elegant.	Same as for 4 Star but shall be distinctively luxurious and elegant.
	20	40	60	80	100
3.6.4 Interior Décor	The décor shall be modest, of good quality and functional, with harmony of colours.	Same as for 1 Star but shall be stylish and of very good quality finish.	Same as for 2 Star but of wider range, higher quality and comfort.	Same as for 3 Star but shall be more comfortable, of excellent qualityand condition.	Same as for 4 Star but shall be of superior sophistication and exceptional quality.
	15	30	45	60	75
3.6.5 Floors, Wall and Ceilings	Finishing materials and fittings used shall be appropriate, good quality, easy to clean and well maintained.	Same as for 1 Star but with attention to detail and aesthetics.	Same as for 2 Star but of very good quality materials and workmanship.	Same as for 3 Star but shall be of excellent quality.	Same as 4 Star but shall be of exceptional quality, design and finish.
	15	30	45	60	75
3.6.6 Lighting	There shall be adequate, natural and/or functional artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality.	Same as for 1 Star but the light fittings shall be of very good quality.	Same as for 2 Star but shall be tasteful and provide a pleasant ambience. Light fittings shall of high quality.	Same as for 3 Star but with excellent quality of fittings and finish	Same as for 4 Star but shall be dimmable with pleasant lighting effects. The fittings shall be of exceptional quality.
	20	40	60	80	100

3.6.7 Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star but fitting and fixtures shall be of good quality.	Same as for 2 Star but with very good quality fixtures and fittings.	Same as for 3 Star but with excellent quality fixtures and fittings.	Same as for 4 Star but with exceptional quality fixtures, fittings and uniquedesign.
	15	30	45	60	75
3.6.8 Service Stations	The stations shall be well appointed and the numbers proportional to seating capacity of the restaurant.	Same as for 1 Star but of appropriate design with provision for drawers, lockers and shelves.	Same as for 2 Star but in addition shall be of high quality and adequately stocked.	Same as for 3 Star but of superior quality.	Same as for 4 Star but shall be disguised from the guest view and of exceptional quality.
	15	30	45	60	75
3.7 CAMP MEALS					
3.7.1 Breakfast service	Breakfast food items shall be well presented and served at the correct temperature. There shall be sufficient staff to ensure prompt service at all times. Hours of breakfast shall be from 6.00am to 10.00 am. A choice of hot and cold items, including vegetarian options and other dietary requirements and healthy options	Same as for 1 star but with at least three (3) course breakfast service provided. In addition, Continental breakfast provided with an acceptable range of cereals, bread and condiments	Same as for 2 star but with at least four (4) course breakfast service provided. In addition, a wide variety of hot and cold items offered for breakfast,	Same as for 3 star but with at least five (5) course breakfast service provided. A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	Same as for 4 star but shall provide a comprehensive range of exceptional quality hot & cold dishes and experiential breakfast settings.

	30	60	90	120	150
3.7.2 Menu	Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage, spirit & wine list. Menus shall be electronic, digital, on fixed boards orlaminated menu folder that can be cleaned and sanitized. A verbal explanation of dishes available shall be provided when required. In addition, shall clearly indicate prices of all food items and extra charges, if any, shall be advertised.	Same as for 1 Star but with better quality presentation and choices of a good range of hot and cold items,together with a choiceOf goodquality accompaniments.	Same as for 2 Star but with at least a four (4) course menu and a wider selection of dishes and beverages. Menus highlighting local specialties offerings with a short discretion of ingredients. In addition, the menu shall be appropriately branded.	Same as for 3 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five (5) courses and a rich beverage list.	Same as 4 Star but featuring excellent cuisine and very rich beverage list
	25	50	75	100	125
3.7.3 Full-Service Lunch and Dinner	Lunch and dinner shall be served at specific times, according to market need, and clearly advertised. All foods shall be provided. Food items on display shall be properly labelled and shall have allergen disclaimers.	Same as for 1 star but shall offer at least four (4) courses. Staff shall demonstrate high levels of food, beverage and wine product knowledge and service skills	Same as for 2 star but shall offer at least five (5) courses. A choice of substantial hot and cold d ishes. In addition, food on display Shall be Labelled with appropriate nutritional information. Staff shall demonstrate proactive service, anticipating	Same as for 3 star but with a wide selection of beverages and a broad range of dishes of outstanding quality presentation. In addition, shall have personalized welcome, with guests escorted to their table in	Same as for 4 star but offer at least seven (7) courses. Staff demonstrate outstanding levels of food, beverage and wine product Knowledge and service skills.

	Where provided, self-service buffets shall be laid out and operated in a practical and customer friendly manner and buffets replenished on a regular basis.		customer requirements.	all areas where food and drinks are served.	
	50	100	150	200	250
3.7.5 Light Refreshments	There shall be light refreshments of at least hot and cold drinks available to resident guests and their guests in public areas during the day and evening.	Same as for 1 star but in addition snacks shall be provided.	Same as for 2 star but in addition an assortment of snacks shall be provided.	Same as for 3 star but in addition guests can order and be served at their table.	Same as for 4 star but in addition the light refreshments and hot and cold drinks shall be available in tent rooms.
	20	40	60	80	100
3.7.7 Room Service	There shall be provision for room service on request during operating hours with SOP's in place. Room service menu shall be clearly advertised in bedrooms with prices.	Same as for 1 star but in addition room service menu be made available in guest rooms.	Same as for 2 star in addition a mini bar available and stocked on request.	Same as for 3 star but in addition room service menu shall be available for all meals.	Same as for 4 star but shall provide 24 hour full room service. In addition, the room size, layout and service delivery method ensures the exceptional guest dining experience.
	15	30	45	60	75
3.7.8 Style of Service	There shall be provision 2 styles of	Same as for 1 star but shall have 3 styles of service.	Same as for 2 Star but shall have 4 styles of service.	Same as for 3 Star but shall have 5 styles of service.	Same as for 4 star but shall have 7 styles of service.
	10	20	30	40	50
3.7.9 Range of Dishes	Two courses available. The main course shall be a	Same as for 1 star but with quality presentation	Three courses available. A choice of substantial hot	Same as for 3 Star but with five courses. In addition,	An extensive choice of food. A broad range of dishes of outstanding quality

	substantial hot dish.	and display.	and cold dishes	shall have a choice of hot and cold dishes at each course of starters, main courses and desserts.	
	15	30	45	60	75
3.7.10 Crockery, Cutlery and Glassware	Stocks shall be adequate and appropriate for service of different meals and shall be of good quality and design.	Same as for 1 star but shall have appropriate storage and display.	Same as for 2 star but shall be of high quality design and finish.	Same as for 3 star but of excellent quality and design.	Same as for 4 star.
	15	30	45	60	75
3.8 BEVERAGE SERVICE					
3.8.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and/or lounge. It shall be fitted with a sink which has hot and cold running water. Appropriate BSA equipment shall be provided. There shall be designated common area with adequate seating space allowing free movement and comfort of resident guests, accessible	Same as for 1 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be spacious with good ambience. The lighting and temperature control fittings and fixtures shall be of good quality. Decor used shall have special emphasis on local artist's work or Photography of local scenes to	Same as for 2 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance. Suitable seating layout and a range of appropriate furniture offering grater comfort and equipment meeting the market needs of the hotel shall be provided. The lighting and temperature control fittings and fixtures shall be of very good quality. The light fittings shall be tasteful and provide a pleasant ambience. In addition, shall	Same as for 3 Star but with at least three (3) BSA Which shall be themed, elegant and very spacious complemented with a variety of seating styles provided across a range of environments. Furniture and equipment shall be of excellent quality and luxurious. The lighting and temperature control fittings and fixtures shall be of excellent quality.	Same as for 4 Star but with a higher degree of creativity, ambiance and comfort that enhances exclusivity and privacy. Furniture and equipment shall be of exceptional quality, with a touch of elegance The lighting and temperature control fittings and fixtures shall be of exceptional quality. The light fittings shall be dimmable with pleasant lighting effects.

	throughout the day and evening. In addition, provision shall be made for completely barrier free area with appropriate facilities for PWDs. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA/restaurant in accordance with local regulations.	enhance the visitor's sense of place.	have facilities to prepare for non-stocked refreshments.		
	60	120	180	240	300
3.9.2 Alcoholic	There shall be a wide selection	Same as for 1 star but	Same as for 2 star but with a	Same as for 3 star but with a	Same as for 4 star but with an

and/or Beverage Service	of non-alcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed.	With an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.	wide range of premium international brands with a detailed wine list available.	extensive selection of premium international brands and a sommelier.
	50	100	150	200	250
3.8.4 Menu Presentation	There shall be priced menu in card, electronic or digital formats available with a modest selection of beverage drinks, spirits,	Same as for 1 star but with quality presentation and choice.	Same as for 2 star but with a wider selection of local and international drinks.	Same as for 3 star but with an extensive selection of premium brands.	Same as for 4 star but with a touch of luxury.

	wines, snacks, cigars and cigarettes.				
	25	50	75	100	125
3.9 MEETING/ BRIEFING SERVICES					
3.9.1 Function / Meeting Rooms/Area	There shall be provision for a function/meeting room/area with appropriate equipment, comfortable and functional furniture and fittings in conformity to the general theme of the camp to ensure comfort of guests. Restrooms shall be conveniently located, gender segregated and with provision for persons with disabilities. Meeting rooms shall be well lit and well ventilated to allow free flow of air. Adequate spacing shall be provided between seats for safety and ease of movement. Water, stationary and other conference room supplies shall be	Same as for 1 star but in addition, there shall be high speed internet connectivity provided.	Same as for 2 star but with a designated area/ tent. The equipment, furniture and fittings shall be of high quality.	Same as for 3 star but with provision for online meeting platforms, service and breakaway spaces.	Same as for 4 star but with excellent quality audio visual equipment and application of innovative technology.

	provided. Online booking shall be promoted to minimize physical registration and issuance of badges by walk-in clients.				
	45	90	135	180	225
3.10 SUITES / FAMILY TENT					
3.10.1 Suites/Family tents size	Not essential	Not essential	Not essential	Not essential	Same as for 4 Star, but in addition shall make provision for a suite/family room of a minimum size of 70 sq. m.
					25
3.10.2 Suites/Family tents layout	Not essential	Not essential	Not essential	Not essential	Shall comprise of 3 or more rooms designated as bedroom, living room, kitchenette and dining room. All bedrooms shall be en suite.
					25
3.10.3 Lighting and Ventilation	Not essential	Not essential	Not essential	Not essential	The suite shall have adequate natural and/or artificial lighting and ventilation. Temperature control devices shall be provided. Light switch of very high quality shall be located at the entrance door and by the bedside. In addition, there shall be bedside lamps provided; 2 at the bedside per

					sleeping position of each guest and 1 at the reading table. The suite shall have sufficient illumination and emergency lighting provided.
3.10.4 Balconies / Terraces	Not essential	Not essential	Not essential	Not essential	The facility shall have a terrace or balcony with appropriate furniture.
					25
3.10.5 Fittings and Furniture	Not essential	Not essential	Not essential	Not essential	A quality bedside table, quality dining table with at least four (4) chairs, a quality couch, a dressing table, full length mirror, a lounge, a coffee and study table shall be provided. In addition, there shall be waste bin with lining, a bed & mattress (at least 15 cms thick), a television, computer data points, several power points and a telephone. An ironing board, iron box, snacks and a well- stocked minibar shall be provided. All the furniture and fittings shall be of excellent quality.
					100
3.10.6 Décor	Not essential	Not essential	Not essential	Not essential	The décor shall be of unique, stylish and portray innovativeness.

					Flowers and indoor plants used shall be tasteful and elegant with a touch of luxury.
					50
3.10.7 Furnishing and Linen	Not essential	Not essential	Not essential	Not essential	Furnishing and linen used shall be appropriate, well designed and in harmonized colour scheme. Bedding shall be of good cotton or linen fabric. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under- blankets, Two bed sheets and top blanket or duvet with appropriate pillows. Mechanism for mosquito control where necessary. Linen shall be changed after every two days and with every new guest or at the convenience of the guests. They shall be of exceptional quality materials and luxurious.
3.10.8 Information in Suites	Not essential	Not essential	Not essential	Not essential	The suite shall have well designed, comprehensive and professionally branded information pack and/ or electronic with camp information services, emergency and fire exit procedures.

					In addition, provision shall be made for multi-lingual and visually enhanced material with copies in braille availed. Special notice regarding camp lien and liabilities shall be well displayed.
					75
3.10.9 Bathroom fittings and equipment	Not essential	Not essential	Not essential	Not essential	There shall be provision for essential bathroom fittings and equipment which shall be of exceptional quality.
3.10.10 Bathroom amenities and supplies	Not essential	Not essential	Not essential	Not essential	There shall be provision for essential suite facilities, supplies and amenities. In addition, supplies shall be professionally packaged and branded. A hygiene and a vanity kit shall be provided.
					50
3.10.11 Towels and Bathrobes	Not essential	Not essential	Not essential	Not essential	For each bathroom, a minimum of two sets of excellent quality white cotton towels comprised of bath, hand and face towels shall be provided and changed daily or at the convenience of the guests. The towel thread count shall be of not less than 600 grams per

					square metre (gsm) and the bath towel size shall not be of less than 100cm x 150cm. In addition, bath robes, bathroom rug, non-slip rug shall be provided.
					125
3.10.12 Facilities, supplies and Amenities	Not essential	Not essential	Not essential	Not essential	There shall be provision for essential suite facilities, supplies and amenities. In addition, all the utensils, tools and accessories shall be of very high quality. Mini bar shall be well stocked. Room service shall be provided on 24 hour basis.
					75
3.10.13 Communicatio n Systems	Not essential	Not essential	Not essential	Not essential	A bell, light / sound signal, or telephone/ radio shall be provided in every tent for internal communication.
					25
3.11 GUEST AUXILIARY SERVICES					
3.11.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Dirty laundry shall be collected and transported in	Same as for 1 star but shall have a laundry list available.	Same as for 2 star but with appropriate washing and ironing equipment.	Same as for 3 star but with pressing service.	Same as for 4 star but with express services.

	non- plastic laundry bags. Laundry shall be properly washed in hot cycles of prescribed temperatures. Shall provide Personal protective equipment (PPE) for staff and ensure use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall be properly labelled and stored. Hazardous wastes shall be properly stored and disposed. Have appropriate and adequate equipment that is regularly maintained and records kept. Shall have a preventive maintenance program for all equipment in the laundry. Shall ensure hot and cold indicators on the tap faucets.				
	65	130	195	260	325

3.12.2 Baby Care Services and Lactation room	There shall be provision for baby care services on request and lactation room.	Same as for 1 Star but with basic baby-sitting facilities and equipment.	Same as for 2 star but with modest baby-sitting facilities.	Same as for 3 star but with a trained baby sitter.	Same as for 4 star but with provision for an elaborate crèche with at least two (2) baby sitters.
	25	50	75	100	125
3.12.3 Transport and Car Wash Services	There shall be provision for guest transport for game drives and the vehicles shall conform to TSV requirements.	Same as for 1 star but in addition shall have outsourced transport services.	Same as for 2 star but the transport services shall be available on site at all times. In addition, car wash services shall be provided on request.	Same as for 3 star but in addition with professional services available	Same as for 4 star but in addition shall have other customized transport service
	20	40	60	80	100
3.12.4 Guiding services	There shall be provision for professional and certified guiding services.	Same as for 1 star.	Same as for 2 star but in addition shall have specialized guiding services.	Same as for 3 star but with resident guides.	Same as for 4 star but with a resident naturalist.
	15	30	45	60	75
4.0 SAFETY & SECURITY					
4.1 Safety and Security	There shall be appropriate measures to secure the facility perimeter. In addition, the facility shall have adequate, properly trained and equipped security personnel with a well- defined security deployment structure and a clear security procedure/post orders. Shall	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but shall have a dedicated Security Department.	Same as for 3 Star but shall provide evidence of collaboration with other relevant security agencies.	Same as for 4 Star But with and implementation matrix.

	ensure the facility meets the safety and security standards as guided by Occupational Safety and Health Act (OSHA). Alarm system connected to external rapid response system shall be installed Guest records shall be kept in accordance with local laws and regulations. Safety information shall be provided to guests and a disclaimer signed on arrival. Shall have a well-documented security policy. In addition, shall have evidence of emergency preparedness. Evidence of emergency drills and training with other relevant agencies with records kept. Shall be in contact with the local security agencies.				
	55	110	165	220	275

4.2 Access Control	There shall be manned entrances and exits 24 hours a day with an attempt to secure perimeter. Accessible emergency escape routes /exits free from obstruction, well- lit and with directional signage. Shall have safe havens for emergency evacuation with secret exit points, have a well-documented and implemented search procedure. Shall have easy access for persons with disabilities. Vehicle screening shall be done and proper records maintained which shall include car registration number, car make, number of occupants, vehicle colour, time and date of entry and exit. Shall have design and layout that minimize security risk and	Same as for 1 Star but with access barrier.	Same as for 2 Star but with staff and guest movement control within the premises.	Same as for 3 Star but with electronic assess systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.

	aids proper access control.				
50	100	150	200	250	
4.3 Guest screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and/ or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure that all guests registration is done with original official identification documents.	Same as for 1 Star but with vehicle scanner (Where applicable).	Same as for 2 Star but with Walkthrough Metal Detectors.	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star. But with sophisticated equipment of exceptional quality.
	25	50	75	100	125
4.4 CCTV Surveillance	The camp shall have CCTV Cameras at entry points and at the reception. The information captured shall be stored for at least one (1) month. The cameras shall have night and day visions. Shall ensure security	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well lit.	Same as for 2 Star but in addition to also cover public areas and camp perimeter. The information captured shall be stored for at least 2 months.	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star but shall have a central control point that is manned 24 Hrs. In addition, the information captured shall be stored for at least 6 months.

	officers are equipped to undertake surveillance with appropriate equipment.				
4.5 Tent Security	The main entry shall be of good quality providing maximum privacy and security. Shall have a communication system terminating at the security office/switchboard, have flash lights, have evidence of recorded patrol activities and have emergency contacts.	Same as for 1 star.	Same as for 2 Star but with high quality fittings that enhance security.	Same as for 3 Star but with provision for double locking system.	Same as for 4 Star but with a higher degree of sophistication to enhance security.
	15	30	45	60	75
4.6 Fire Protection	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained at all times, in accordance with local fire fighting and prevention by-	Same as for 1 Star but fixtures and fittings shall be of good quality.	Same as for 2 Star but equipment shall be specialized and efficient for fire protection.	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptional quality.

	laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team. Fire drills shall be carried out regularly and records kept. Statutory fire safety notices shall be prominently displayed. There shall be a store for all gas cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws. Kitchen shall have an ansul				

	system of putting out gas fire.				
	65	130	195	260	325
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply able to cover all public areas for at least 8 hours.	Same as for 1 Star but shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with a backup alternative source of power providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the camp.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system.
	20	40	60	80	100
4.8 Emergency Medical Support	Well stocked class C First Aid Kits shall be provided in all work stations with at least one staff being well trained in basic First Aid application techniques.	Same as for 1 Star but shall have staff trained in first aid in all sections.	Same as for 2 Star but with a registered clinical officer/nurse on call.	Same as for 3 Star but with ambulance or air lifting services on call.	Same as for 4 Star. In addition, shall have an on- site clinic with a registered Clinical officer/ Nurse/ Doctor subject to national regulations
	15	30	45	60	75
4.9 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable national electrical safety laws.	Same as for 1 Star. But with good quality materials, fittings and workmanship.	Same as for 2 Star but with very good quality materials, fittings and workmanship.	Same as for 3 Star. But with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with exceptional quality materials, fittings and workmanship
	10	20	30	40	50
5.0 HEALTH & RECREATION SERVICES					
5.1 Swimming Pool size	Not essential	Not essential	Swimming pool shall not be less than forty (40) square meters.	Swimming pool shall not be of less than fifty (50) square meters.	The main pool shall not be less than seventy-five (75) square meters. There shall be at least two swimming pools of adequate size.

			15	20	25
5.2 Swimming Pool & Related Facilities	Not essential	Not essential	A swimming pool of adequate size shall be provided and well maintained to ensure safety of swimmers. The pool shall have: Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Regulations. Pool surround deck/area with non- slip surface. Pool furniture Separate changing rooms for men and women. A separate pool/area for children. Clear markings to indicate depth at different points. Suitably trained, certified and equipped attendants and life savers. Shall have 'no diving signage'. Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/litre, with pH range of 6.8 - 7.4. Shall have	Same as for 3 Star but with CCTV Coverage in the public pool area. In addition, shall have a chlorine dosing pump.	Same as for 4 Star but with high quality of design and finishes.

			telephone access within close proximity with emergency numbers clearly indicated		
			240	320	400
5.3 Fitness and Wellness services	There shall be provision for fitness and wellness equipment and/or aerobics with a trained and certified fitness attendant, trained in first aid and cardio pulmonary resuscitation (CPR). Staff shall adhere to service etiquette. Shall be in good condition and with well-maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is changed after every use, properly washed, sanitized and in good condition.	Same as for 1 Star but with a basic massage parlour and ensure use of approved and certified products.	Same as for 2 Star but with at least a Spa. Spa therapists shall wear appropriate Personal Protective Equipment (PPE). Spa equipment shall be sterilized between treatment. Spa linen shall be replaced after each treatment.	Same as for 3 Star but with a Sauna, Steam Bath, well-equipped fitness room and a well-trained instructor. Emergency alarms shall be fitted inside sauna and steam rooms and terminated at the security control room.	Same as for 4 Star but with a fully equipped health and fitness center and a fitness and wellness team.
	60	120	180	240	300

5.4 Entertainment and Recreation facilities.	There shall be provision for some form of entertainment.	Same as for 1 star But with a variety of forms of entertainment and recreational activities provided.	Same as for 2 star but with properly organized and scheduled entertainment and recreational activities.	Same as for 3 Star But the different forms of entertainment should be cater for different ages.	Same as for 4 star but with evidence of a contract with entertainment service providers or in house entertainment team
	20	40	60	80	100
6.0 HUMAN RESOURCE AND STAFF FACILITIES					
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person and holder of at least a degree or equivalent qualification in hotel management from a recognized institution with a relevant experience of at least one year.	Same as for 1 Star but shall be under the supervision of a competent and experienced in hotel management, assisted by one or more persons with similar training.	Same as for 2 star but the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 2 years.	Same as for 3 Star But the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 5 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of a national professional association
	25	50	75	100	125
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and/or appropriate experience to maintain satisfactory services for guests, at all times. At least 30% of the staff shall possess certified qualifications	Same as for 1 Star but the proportion of professionally certified staff shall be at least 50%.	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%.	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%.	Same as for 4 Star but the proportion of professionally certified staff shall be 90% and operative staff shall be members of professional bodies.

	from recognized institutions.				
	10	20	30	40	50
6.3 Departmental Heads	Depending on the size and organizational structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day to day operations in each department.	Same as for1 Star But there shall be at least two suitably qualified and experienced persons to assist in the day to day operations in each department.	Same as for 2 Star but each department shall be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.	Same as for 3 Star but with a duty manager available at all times.	Same as for 4 Star But each department shall be under the management of a person or persons with appropriate training from a recognized institution with over 10years experience.
	15	30	45	60	75
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure. Terms and conditions of service. Training programs.	Same as for 1 Star But shall have both internal and external programs and evidence of implementation	Same as for 2 Star but each department shall have their own customized training programs.	Same as for 3 star but shall have a Human Resource Management department	Same as for 4 star but shall have a training unit.
	20	40	60	80	100
6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training and sensitization shall be continuous and cover relevant	Same as for 1 Star but with scheduled training and a designated training room for in-house training	Same as for 2 Star but with a comprehensive in- house training program in place.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.

	topics and emerging issues.	programs.			
	30	60	90	120	150
6.6 Staff Grooming and Professional etiquette	A staff grooming policy shall be in place. Staff shall be properly uniformed as per their respective areas of operation with name tags at all times, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional etiquette. Staff working in high risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.	Same as for 1 Star but staff shall have different uniforms for the different departments.	Same as for 2 Star but staff shall display high professional etiquette.	Same as for 3 Star but staff uniforms shall be of excellent quality.	Same as for 4 Star. But staff uniforms shall be of exceptional quality.
	35	70	105	140	175
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes	Same as for 1 Star but staff recognition shall be at least bi-	Same as for 2 Star but in addition, the hotel shall annually undertake staff	Same as for 3 Star but with recognition of staff by department. In addition,	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.

	rewards performance of all staff at least annually.	annual.	satisfaction evaluation for the purpose of continuous improvement	there shall be an annual Team Building activity.	
	30	60	90	120	150
6.8 Staff Recreational Facilities	There shall be provision of a basic area, relative to the number of staff, that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided.	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with additional of annual events including staff parties and team building.	Same as for 4 Star but with quarterly events.
	20	40	60	80	100
6.9 Drivers/ Guides Accommodation.	There shall be provision for drivers' accommodation especially for facilities located away from town centres. Adequate sanitary facilities shall be provided. The facility shall be gender segregated, have appropriate amenities, are of adequate size, well ventilated, lit, furnished, clean and well maintained.	Same as for 1 Star but with access to a canteen. In addition, provision for a balanced diet shall be provided and presented on the menu.	Same as for 2 Star but with access to entertainment and recreational facilities.	Same as for 3 Star but in addition the standard of the facilities and amenities shall be proportionate to that of the camp.	Same as for 4 Star but the accommodation facilities shall be en- suite.
	25	50	75	100	125

6.10 Staff Welfare and Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing room which is gender segregated with appropriate amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff. The facilities shall be well ventilated, lit, furnished, clean and well maintained. Staff recreational and entertainment activities. Provision for staff accommodation facilities that are gender segregated, have appropriate amenities, are of adequate size in relation to the number of staff, well ventilated, lit, furnished, clean and well maintained. Facilities for persons with	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of facilities proportionate to the Camp.	Same as for 3 Star but the facilities shall be of much higher quality and accommodation facilities shall be en suite.	Same as for 4 Star but the facilities shall be of exceptional quality and standards.

	disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.				
	45	90	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Inquiries	There shall be provision for written information material on services provided by the camp.	Same as for 1 Star but with elaborate information on camp details and services provided in the guest information pack in guestroom and electronicall y at the reception and public areas.	Same as for 2 Star but in addition, information shall be offered electronically in guest tents.	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star but with an E-Commerce enabled website.
	25	50	75	100	125
7.2 Social Media Presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests'	Same as for 2 Star but shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party.

		comments.	elaborate questionnaire for acquiring guest feedback.		
	35	70	105	140	175
7.3 Complaints Handling	There shall be procedure for complaint handling and records of action taken maintained.	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but with a documented complaint handling SOP at departmental level.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but with documented monthly reports of complaints handled.
	25	50	75	100	125
7.4 Recognition Awards	Optional	Optional	Optional	Presence of at least one Award in respect to excellent performance issued by a reputable and relevant institution in the preceding five years	Same as for 4 star
	15	30	45	60	75

5. CRITERIA FOR VILLAS, COTTAGES AND SERVICED APARTMENTS

SCORE FOR VILLAS, COTTAGES AND SERVICED APARTMENTS

1. To qualify for One Star grading, a Villa, Cottage or Serviced Apartment must score at least 20% of the overall total maximum scores in Villa, Cottage or Serviced Apartment criteria, and a minimum of 40% in Guest Service Section.

2. To qualify for Two Star grading, a Villa, Cottage or Serviced Apartment must score at least 39% of the overall total maximum scores in Villa, Cottage or Serviced Apartment criteria, and score a minimum of 50% in Guest Service Section.

3. To qualify for Three Star grading, a Villa, Cottage or Serviced Apartment must score at least 56% of the overall total maximum scores in Villa, Cottage or Serviced Apartment criteria, and at least score a minimum of 60% in Guest Service Section

4. To qualify for Four Star grading, a Villa, Cottage or Serviced Apartment must score at least 71% of the overall total maximum scores in Villa, Cottage or Serviced Apartment criteria, and at least 65% in each section.

5. To qualify for Five Star grading, a Villa, Cottage or Serviced Apartment must score at least 86% of the overall total maximum scores in Villa, Cottage or Serviced Apartment criteria, and score a minimum of 80% in each section.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to villas, cottages and serviced apartments situated in sub-urban or country side areas within or in close proximity to the main attraction of the area.

2. Product Descriptors

2.1 Villas: A villa is a family house or holiday home that is detached or semi-detached fully furnished and could be self-catering, located in urban, suburban, coast lines or country side areas and often in a cluster of at least 3 lettable units, luxurious in nature with its own grounds.

2.2 Cottage - A cottage is a commercial establishment, typically small and cozy dwelling unit, fully furnished and could be self- catering. It may carry the connotation of being an old or old-fashioned building modernly used for accommodation for holiday making in urban, coastline, rural, or semi-rural location.

2.3 Serviced Apartments - A commercial story establishment with at least 4 lettable units, fully furnished and could be self-catering, located in urban settings or beach resorts, fully furnished and equipped with a kitchen or offers meal services for short-term or long- term stays. They offer privacy, amenities and utilities, housekeeping and a range of services for guests.

(a) Guest expectations

(i) Self-catering;

(ii) A safe and relaxed environment with flexible rules and requirements for family, accommodation and entertainment;

(iii) Highly personalized and specialized service and exclusivity;

(iv) Facilities and services designed for family requirements or needs;

(b) Definition

For the purpose of this standard the following definitions shall apply:

Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers,

A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

Alien species - means non-native plants or animal species that are deliberately or unintentionally introduced by human action in the facility that is outside their natural habitats where they usually are established.

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one or more speakers or honored guests.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

Detectors – Smoke and fire detectors

English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

Essential guest supplies – means amenities and supplies provided by the facility for guests' needs and convenience. They include: safe drinking water, water glasses, Do Not Disturb sign, guest stationary, bed side rag, hygiene kit, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that are provided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

Essential Suite facilities, supplies and amenities - means the features and supplies in a suite/ family room that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

Façade – means the front exterior part of the facility that is observable by the guest from the entrance.

Family service – means a style of service where food is brought to the table in serving dishes and the guests are able to serve themselves.

Fittings/fixtures – items in a property that are attached to the building or to equipment

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the facility by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the facility together in order to work as one entity.

Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Mixology – means the skill of mixing cocktails and other drinks.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

Persons with Disability means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers;

Right Temperatures –

(a) Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

(b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

(c) Cold foods; shall be held at temperatures below 5^{0}C.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the facility together in order to work as one entity.

Shared facilities and services;-facilities and services available within an establishment for communal use by residents (in house guests).This may include the kitchen, dining area, bar, swimming pool, spa, fitness and wellness services.

Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, Instagram, etc.

Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre- plated / American service, Russian Service

Suitable –means something that is fit or appropriate for a particular purpose.

Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Waste water treatment system – It's a system made up of several individual technologies that address specific wastewater treatment needs.

Acronyms

a) CSR- Corporate Social Responsibility
b) LAN – Local Area Network
c) MOAs - Memorandum of Agreements
d) PPE –Personal Protection Equipment
e) PWD – Persons with Disabilities
f) SOP – Standards Operating Procedures
g) UN – United Nations
h) WAN – Wide Area Network
i) WHO – World Health Organization

Requirements: The following shall be the requirements for villas, cottages and serviced apartments:					
REQUIREMENTS	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
1.0	PHYSICAL QUALITY FEATURES				
1.1 LOCATION ACCESS					
1.1.1 Location	The location shall be suitable for development of villas, cottages and serviced apartments and shall be easily accessible with clear and visible signage. In addition, shall be safe and secure, comfortable and offer tranquillity.	Same as for 1 star but with appropriate signage.	Same as for 2 star, but shall have an online presence to enhance accessibility.	Same as for 3 star but with an exclusive appeal to high end clientele.	Same as for 4 star but have customised means of access.
	40	80	120	160	200
1.1.2 Site Suitability	The site of the establishment shall be suitable for villas, cottages and serviced apartments.	Same as for 1 star But with additional efforts to enhance the aesthetics of the site.	Same as for 2 Star but with an impressive site offering greater vantage in terms of scenery and rich in biodiversity.	Same as for 3 Star The locality including the outlook should be suitable for an establishment of internationally recognizable standards.	Same as for 4 Star but with evidence of innovative ways to improve on the aesthetics of the site
	20	40	60	80	100
1.1.3 Entrances & Exits	There shall be at least one main entrance and separate pathways for staff\deliveries and guests. In addition, shall have a design and layout that	Same as for 1 but with clear and protected pathways.	Same as for 2 star but shall have at least two entrances, artistically designed and having an aesthetic appeal.	Same as for 3 star and in line with the facility theme.	Same as for 4 star but with exclusive entrance and exit to enhance privacy.

	minimize security risk and aids proper access control. Shall provide handwashing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.				
	40	80	120	160	200
1.2 BUILDING ARCHITECTURAL FEATURES					
1.2.1 Design and Layout	The facility shall be in conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. It shall be in harmony with the physical, natural, social and cultural environment. The facility shall have a layout that enhances free flow of operation and services.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but its finish shall be of a higher quality in design and décor.	Same as for 3 Star but the façade shall be of high appeal.	Same as for 4 Star but shall have a design theme with elegant, unique and distinctive features.
	35	70	105	140	175

1.2.2 Entrance Canopy	There shall be a functional canopy at the entrance of the building to protect guests from weather elements.	Same as for 1 star	Same as for 2 star but shall be adequate to provide cover for at least one vehicle at a time.	Same as for 3 star but shall accommodate at least 2 vehicles at the same time. It shall also be well designed and proportional to the foyer.	Same as for 4 star but shall be very elaborate, match the design theme of the facility and be of a high quality and prominent.
	25	50	75	100	125
1.2.3 Provision for Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip- textured / roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located en route to accessible bedrooms and other public facilities if not located on the ground floor. The lifts	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background. In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.	Same as for 3 Star but with an evacuation chair and a stretcher placed at strategic designated areas. There shall be a further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	Same as for 4 Star. But shall have at least four specially designed rooms for PWD's. In addition, lift shall have flashing lights linked to alarms and emergency buttons.
			guest requesting such service.	In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	

	horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of route to accessible bedrooms and other public				

	facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. There shall be provision for a section of the reception counter lowered to 800mm or arrangement for check-in at a desk or table. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, shall have at least a wheel chair. Grounds and garden pathways shall be kept clear of				

	obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms.				
	95	190	285	380	475
1.2.4 Efficient flow of Services	The building shall be well designed to enable efficient use of space and service delivery.	Same as for 1 star but with connected service points.	Same as for 2 star but with emphasis on aesthetics and functionality.	Same as for 3 star but with efficient connectivity to ensure optimum utilization of spaces.	Same as for 4 star but in addition shall embrace international best practice.
	20	40	60	80	100
1.2.5 Lighting, Ventilation & Temperature Control	The facility shall have provision for optimal natural and/or artificial illumination. Adequate natural ventilation, and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco-friendly.	Same as for 1 Star. But with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and temperature control.	Same as for 3 Star with quality fixtures and fittings and tasteful to provide a pleasant ambiance.	Same as for 4 Star But with exceptional quality fixtures and fittings.

	25	50	75	100	125
1.2.6 Floors, Walls & Ceilings	Flooring, walling and ceiling material shall be of good quality, appropriate and specific to the areas of use. In addition, shall have good workmanship. Floors shall be free from slip, trip or fall hazards.	Same as for 1 star but with stylish finish.	Same as for 2 star but with high quality workmanship and finish.	Same as for 3 star but with higher quality workmanship and finish.	Same as for 4 star but with superior quality workmanship and finish.
	20	40	60	80	100
1.2.7 General Store	Should make provision for adequate general storage facilities with separation of different types of merchandise/ goods, well ventilated and maintained.	Same as for One Star but with proper designation/ labelling and shelving	Same as for two Star, but better organized, in terms of goods segregation, layout	Same as for Three Stars but enhanced separation in terms of rooms with high quality	Same as for Three Stars but with material control system.
	25	50	75	100	125
1.3 PUBLIC AREAS					
1.3.1 Lobby, Lounge and Public Areas Size	Shall be as per building code and the minimum size shall not be less than 0.5 sqm per guest bed.	Same as for 1 star but the minimum size shall not be less than 1 sqm per guest bed.	Same as for 2 Star but with a minimum size of not less than 1.5 sqm per guest bed.	Same as for 3 star but with a minimum size of not less than 2 sqm per guest bed.	Same as for 4 Star but with a minimum size of not less than 2.5 sqm per guest bed.
	5	10	15	20	25
1.3.2 Lobby/Lounge facilities	Provision for a lobby/lounge with seating area proportionate to the capacity of the establishment.	Same as for 1 Star but with furnishings and fittings of good quality.	Same as for 2 Star but distinct lobby and lounge with appropriate décor.	Same as for 3 Star but with furniture and fittings in harmony with the theme of the facility.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of luxury

	Adequate and appropriate furniture shall be provided. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.				and ambiance.

1.3.2 Lobby/Lounge facilities	Provision for a lobby/lounge with seating area proportionate to the capacity of the establishment. Adequate and appropriate furniture shall be provided. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area.	Same as for 1 Star but with furnishings and fittings of good quality.	Same as for 2 Star but distinct lobby and lounge with appropriate décor.	Same as for 3 Star but with furniture and fittings in harmony with the theme of the facility.	Same as for 4 Star but with excellent design, material, workmanship and a high degree of luxury and ambiance.
	35	70	105	140	175
1.3.3 Corridors, staircases, hallways and walkways	Shall allow easy and safe passage, be well lit, finished with non – slip materials, well maintained and in- line with the Building Code. Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be	Same as for 1 Star but shall have appropriate decor.	Same as for 2 Star but finished to good quality incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.

	35	70	105	140	175
1.3.3 Corridors, staircases, hallways and walkways	Shall allow easy and safe passage, be well lit, finished with non – slip materials, well maintained and in- line with the Building Code. Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be protected from weather elements. Shall have accessible well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed protected from weather elements. Shall have accessible well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed	Same as for 1 Star but shall have appropriate decor.	Same as for 2 Star but finished to good quality incorporating aesthetic features.	Same as for 3 Star but with higher quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.

	35	70	105	140	175
1.3.4 Provision for Parking	Provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well- marked demarcations.	Same as for 1 star but with provision for parking tags/passes and defined parking routes for vehicles.	Same as for 2 star but with adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star but with provision for valet parking.
	35	70	105	140	175
1.3.4 Provision for Parking	Provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well- marked demarcations.	Same as for 1 star but with provision for parking tags/passes and defined parking routes for vehicles.	Same as for 2 star but with adequate security and CCTV coverage.	Same as for 3 Star but in addition the surface of the parking space shall be well paved and marked.	Same as for 4 Star but with provision for valet parking.
	35	70	105	140	175

1.3.5 Public Washrooms	Good impervious non-slip material shall be used for floors and walls. Wall covering materials that are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying.	Same as for 1 Star but the materials used shall be of good quality.	Same as for 2 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but the materials used shall be of excellent quality.	Same as for 4 Star but in addition a well equipped powder space shall be provided.
	40	80	120	160	200
1.3.6 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than	Same as 1 star but the fittings shall be of very good quality	Same as 2 star but the fittings shall be of high quality	Same as 3star but the fittings shall be of excellent quality	Same as 4 star but the fittings shall be of exceptional quality. In addition, the

	1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet- paper holder shall be easily accessible for				basin shall be adjacent to the toilet and located no more than 300mm from the toilet seat to enable the user to wash hands while seated.

	use while seated.				
	30	60	90	120	150
2.0 SUSTAINABILITY REQUIREMENTS					
2.1 Environmental Architectural Features	The architectural features shall incorporate eco- friendly technologies including the alignment/ layout of guestrooms to maximize use of natural lighting and ventilation and rain water harvesting. In addition, local building materials shall be used. The construction of permanent buildings shall observe the buffer zone limits in accordance with the national policies and laws	Same as for 1 Star but with greater emphasis on harmony with the environment and appeal.	Same as for 2 Star but with emphasis on sophistication, style and aesthetic appeal.	Same as for 3 Star but the façade shall be of high quality finish and durable.	Same as for 4 Star but shall have unique, elegant and distinctive features in complete harmony with the environment.
	35	70	105	140	175
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery.	Same as for 1 Star but with deliberate effort to plant additional indigenous species that are in harmony with the surrounding environment and correspond to	Same as for 2 Star but providing directional and environmental awareness signage's. There shall be deliberate effort to identify and label plants with their native/ local/ botanical name	Same as for 3 Star but landscaping shall be elaborate, of high quality and well maintained with aesthetic appeal.	Same as for 4 Star but shall have spacious grounds. In addition there shall be utility information of the plants.

		the climatic conditions.			
	35	70	105	140	175
2.3 Acoustics/ Noise Management	Permissible sound management features shall be in place for comfort and privacy of the guests and neighborhood. In addition, informative signage shall be put in place.	Same as for 1 Star but deliberate effort to contain noise from generating points /noise sensitive areas of the facility.	Same as for 2 star but with deliberate regulation of background noise.	Same as for 3 star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings towards natural sounds.
	30	60	90	120	150
2.4 Environmental Policy & Plans	Shall have annual environmental audits in place.	Same as for 1 Star but with an environmental policy and implementation plan in place.	Same as for 2 Star but with evidence of sensitization of staff & guests and cascading to departmental level and with clear budgetary plans. In addition, the facility shall have a disaster management plan in place.	Same as for 3 Star but with evidence of implementation and communication.	Same as for 4 Star but with evidence of Environmental Management systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation. Shall have evidence of monitoring and evaluation.
	40	80	120	160	200
2.5 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations. In particular, the	Same as for 1 Star but in addition effective separation at source and clear labelling of waste bins throughout the facility.	Same as for 2 Star, but shall have effective solid waste management plan, put in place measures to ensure there is, reduction, re-use and recycle (A3R).	Same as for 3 Star, but shall monitor and record of all types of waste and plans with the goal to minimize wastage.	Same as for 4 Star, but shall have an integrated solid waste management system.

	waste storage areas shall be properly secured. Sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately. Solid waste shall be stored in a temperature regulated area.				
	40	80	120	160	200
2.6 Effluent discharge / Waste Water Management	The establishment shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws	Same as for 1 Star, but with efficient waste water treatment system that is regularly inspected. Quarterly records of effluent analysis from accredited laboratory maintained.	Same as for 2 Star, but shall have evidence of regular desludging.	Same as for 3 Star	Same as for 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re- use waste water.

	and existing regulations.				
	Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records. Shall have measures for re-use of treated waste water. Waste water management shall be handled by a competent technical staff.				
	40	80	120	160	200
2.7 Water conservation & Management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative	Same as for 1 Star but in addition shall have estimated water usage records at different sections of operations. Deliberate sensitization and promotion on water conservation to staff and guests. Shall ensure adequate storage capacity to	Same as for 2 Star but with evidence of specific records of water quantities used in key consumption areas (kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.	Same as for 3 star but demonstrate evidence of water monitoring at source and all points of use. Direct involvement in water conservation programs. Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown.	Same as for 4 star but in addition embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown.

	sources e.g rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report.	last at least 4 days in case of water supply breakdown.			
2.8 Energy Conservation	Shall have in place an energy conservation policy. Efficient and cost effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of	Same as for 1 star but in addition shall install energy conservation devices.	Same as for 2 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience. In addition, shall have regular energy audits and records kept.	Same as for 3 star but in addition have an energy plan with implementation matrix and have an energy committee in place. The establishment shall also undertake	Same as for 4 star but in addition evidence of appropriate energy saving appliances.
	50	100	150	200	250

2.8 Energy Conservation	Shall have in place an energy conservation policy. Efficient and cost effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy.	Same as for 1 star but in addition shall install energy conservation devices.	Same as for 2 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience. In addition, shall have regular energy audits and records kept.	Same as for 3 star but in addition have an energy plan with implementation matrix and have an energy committee in place. The establishment shall also undertake energy audits at least once in three years.	Same as for 4 star but in addition evidence of appropriate energy saving appliances.
	40	80	120	160	200
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 1 star but with evidence of host community preference.	Same as for 2 Star but shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 star but have quality assurance measures in place.	Same as for 4 star but shall embrace use information technology in supporting decision making in supplies at various levels.
	25	50	75	100	125
2.10 Corporate Social Responsibility (CSR)	Shall have at least one community empowerment initiative annually. Be in good relations with the neighborhood national security agencies and other key emergency responders.	Shall have clear community empowerment programs and budget linking the guests, staff and the host community.	Same as for 2 star but with a CSR policy, implementation plan and communication strategy in place.	Same as for 3 star but with evidence of implementation. In addition, demonstrated MOAs and agreement.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs

	35	70	105	140	175
3.0 GUEST SERVICES					
3.1 FRONT OFFICE SERVICES					
3.1.1 Reception Service Area	There shall be a designated reception area to receive and handle guests. There shall be personnel on call for at least 18 hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a clear view of the hotel entrance and guest rooms All guests and joiners check in shall be done using original identification documents There shall be provision for Plexiglas barriers at payment counters. Shall promote digital communication / automation of processes to minimize touch points such as check in/out	Same as for 1 star but with additional provision for porterage services. Shall have digital communicatio n/ automation of processes to minimize touch points such as check in/out and paperless transactions. Shall have a guest relations desk Shall have information Automation of processes to minimize touch points such as check in/out and paperless transactions. Shall have a guest relations desk Shall have information	Same as for 2 star but reception area shall be manned for 24 hours a day. In addition, shall have designated guest relations service desk. designated guest relations service desk.	Same as for 3 star	Same as for 4 star but the services shall be highly specialized.

	and paperless transactions (where possible). Implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a clear view of the hotel entrance and guest rooms All guests and joiners check in shall be done using original identification documents There shall be provision for Plexiglas barriers at payment counters. Shall promote digital communication / automation of processes to	Automation of processes to minimize touch points such as check in/out and paperless transactions. Shall have a guest relations desk Shall have information	designated guest relations service desk.		

	minimize touch points such as check in/out and paperless transactions (where possible). Implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, hours. In addition, after hours key services shall be provided. There shall be sufficient space to allow ease of movement and service in accordance with existing national regulations. Shall have a clear view of the hotel entrance and guest rooms All guests and joiners check in shall be done using original identification documents There shall be provision for Plexiglas barriers at payment counters. Shall promote digital				

	communication / automation of processes to minimize touch points such as check in/out and paperless transactions (where possible). Implement processes focused on enhanced sanitation and frequent disinfection. Guest health and safety information shall be prompt, clear, accurate and consistent. Health and Safety briefings shall be provided to all guests in line with the facilities SOPs for arrival/ check in or boarding of vehicles. There shall be provision of notices and any other sensitization information at strategic locations. A designated section with safe deposit facility available for guests covered by CCTV and with proper records.				

3.1.2 Reservation	There shall be a clear reservation and cancellation policy. There shall be a measure to capture guest details manually or online.	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network (LAN).	Same as for 3 star but with some form of integration.	Same as for 4 star with Wide Area Network (WAN) (where applicable) and in addition shall be fully integrated.
	25	50	75	100	125
	20	40	60	80	100
3.1.4 Concierge and Luggage Handling services	There shall be provision for guest assistance service. Guest luggage shall be disinfected after offloading.	Same as for 1 Star but in addition there shall be provision for appropriate equipment for handling luggage.	Same as for 2 star, but with designated personnel.	Same as for 3 Star, but the personnel shall be appropriately uniformed and knowledgable in customer care.	Same as for 4 Star but with 18 hours' porterage services and assistance with luggage available.
	25	50	75	100	125
3.1.5 Billing and Modes of payment	There shall be provision for acceptable billing and payment modes. In addition, there shall be provision for cashless payment methods (mobile money services and a payment card reading (PDQ) machine).	Same as for 1 Star but there shall be provision for undertaking transactions in at least 1 international currency.	Same as for 2 star but there shall be provision for undertaking transactions in at least 2 international currencies. In addition, there shall be provision for foreign exchange services for at least 1 international currency	Same as for 3 star but there shall be provision for undertaking transactions in at least 3 international currencies. In addition, there shall be provision for foreign exchange services for at least 2 international currency	Same as for 4 star but there shall be provision for undertaking transactions in at least 4 international currencies. In addition, there shall be provision for foreign exchange services for at least 3 international currency
	20	40	60	80	100
3.1.6 Communication and internet Services	Timely and accurate information shall be provided to guests. Appropriate	Same as for 1 star but with high-speed reliable *Wi-fi* available in all areas.	Same as for 2 star but with a functional business centre	Same as for 3 star but with a fully equipped business center with adequate secretarial services as	Same as for 4 star but with a dedicated business center for conferencing and in addition have satellite

	communication channels shall be available. Shall have a communication system connected to all areas of the facility and an emergency notification system. In addition, a telephone exchange facility and guestroom telephones provided. *Wi-fi* shall be provided in all public areas and guestrooms.			required by guests.	link and video conferencing.
	25	50	75	100	125
3.2 LIVING ROOM/ DINING AREA					
3.2.1 Living room/lounge Dining area size	Shall be at least 4 sqm for every lettable unit	Shall be at least 6 sqm for every lettable unit	Shall be at least 8 sqm for every lettable unit	Shall be at least 10 sqm for every lettable unit	Same as for 4 star
	5	10	15	20	25
3.2.2 Living room/lounge and dining area	Well designed and functional living room shall be provided in accordance with the national laws and regulations. In addition, there shall be provision for a dining area	Same as for 1 star but with high quality design and workmanship	Same as for 2 star but exclusively designed to enhance guest comfort	Same as for 3 star but with excellent design, material, workmanship, elegant finish and high degree of luxury	Same as for 4 star but with high degree of luxury, ambiance and beauty
	20	40	60	80	100

3.2.3 Furniture and equipment	A dining table with at least 4 chairs, a sofa set, coffee table, a study table and a book shelf	Same as for 1 star but in addition shall have a magazine rack, a digital multichannel television and a side board	Same as for 2 star but all shall be of good quality.	Same as for 3 star but in addition shall have a smart television, an easy chair and a wall unit	Same as for 4 star but range shall be more luxurious
	25	50	75	100	125
3.2.4 Fittings and Furnishings	Shall be simple, functional, well maintained and with harmony of colors	Same as for 1 Star but shall be of good quality, workmanship and finish	Same as for 2 Star but shall be of very good quality	Same as for 3 Star but shall be of excellent quality	Same as for 4 Star but shall be of exceptional quality
	10	20	30	40	50
3.3 GUESTROOMS					
3.3.1 Guest Rooms size	Shall be as per building code and minimum size of guest room shall be 10 sqm.	Same as for 1 Star but minimum size to be 12 sqm.	Same as for 2 Star but minimum size to be 15 sqm.	Same as for 3 Star but minimum size to be 20 sqm.	Same as for 4 Star but minimum size to be 25 sqm.
	5	10	15	20	25
3.3.2 Guestroom cleaning	Guestrooms shall be clean and odorless. Cleaning of the guestroom shall be done daily and disinfected after every check out. A ratio of 1:12 personnel to guest rooms shall be assigned for cleaning or as deemed applicable for the specific facility.	Same as for 1 star but guestroom attendants shall be well trained and there shall be documented evidence of daily cleaning.	Same as for 2 star but shall have specialized cleaning equipment and environmentally friendly detergents.	Same as for 3 star	Same as for 4 star

	Staff shall be properly equipped. Shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating Procedures (SOP's) in place. There shall be documented evidence of daily cleaning and use of environmentall y friendly detergents. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms. Hand gloves shall be cleaned and disinfected between rooms. Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turndown services shall be restricted to				

	facilitate minimum contact.				
	45	90	135	180	225
3.3.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	150 cm X 190 cm (5x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length	190 cm X 190 cm (6x6ft) for single bed and 240 cm X 190 cm (8x6ft) for double beds and some rooms with beds of at least 210cm in length
	10	20	30	40	50
3.3.4 Bedding Requirements& Quality	Bedding shall be white and of good quality cotton or linen fabric with a thread count of 150 gsm. Every bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet with at least two pillows, mosquito net covering the entire bed and long enough to reach the floor and appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of	Same as for 1 Star but shall be of high quality and have a thread count of 180 gsm.	Same as for 2 Star but shall have provision for a stock sheet and have a thread count of 200 gsm.	Same as for 3 Star but shall be of much higher quality and have a thread count of 250 gsm.	Same as for 4 Star but shall be of superior quality and with a higher degree of luxury and have a thread count of 300 gsm.

	the guests. Shall have provision for a stock sheet.				
	30	60	90	120	150
3.3.5 Guestroom Décor	Shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the facility's theme.	Same as for 3 Star but shall be superior quality.	Same as for 4 Star but shall be more unique and portray innovativeness.
	15	30	45	60	75
3.3.6 Window coverings	Sheers and opaque curtains at a ratio of 1:2 ½ (window–curtain ratio) with a maximum allowance of 5 cms above the floor in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape and width be of very good quality.	Same as for 3 Star but of superior and excellent quality and condition.	Same as for 4 Star but of exceptional quality providing full blackout.
	20	40	60	80	100
3.3.7 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting.	Same as for 3 Star but appropriate dressing table and chair.	Same as for 4 Star but of exceptional quality.
	20	40	60	80	100
3.3.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the	Same as for 1 star but shall be portable or other light fixtures suitable for a study table shall be provided.	Same as for 2 Star but with additional quality light fixtures over the dressing table mirror.	Same as for 3 star but with a master switch and bedside lights with switches conveniently located within reach of the guests and with aesthetic	Same as for 4 Star.

	general illumination. Bedside switch and emergency lighting shall be provided. Light switch shall be located by the door entrance. International multi- power point/plug adaptor shall be made available on request.			features.	
	40	80	120	160	200
3.3.9 Guest room Temperature Control	All guestrooms shall have natural and/or artificial adequate ventilation in the room. Heating and cooling system that are eco-friendly and that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons. one chair which shall be of good quality and condition. All rooms shall have lamp shades, at least a twin functional sockets and a computer data point.	Same as for 1 star. Heating and cooling system shall be of good quality.	Same as for 2 star but shall be of very good quality and include an efficient mechanical extraction system. least one couch provided.	Same as for 3 star. Heating and cooling system shall be of excellent quality. excellent quality and appropriate to the number of guests per room. A study table with suitable chairs, lighting and a multi-power plug or point shall be provided.	Same as for 4 star. Heating and cooling system shall be of exceptional quality.

	Mattress shall not be less than 15 cms thick with two matching pillows.				
	35	70	105	140	175
3.3.11 Wardrobe & Luggage Storage	There shall be provision for adequate in-built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	Same as for 1 star but with provision for a minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets.	Same as for 2 star but with an additional luggage stand per room.	Same as for 3 star but excellent level of drawer or shelf and provision for male and female hangers.	Same as for 4 star but of superior quality
	25	50	75	100	125
3.3.12 Guest information services	Literature covering services & recreation activities, internal telephone directory, telephone tariffs, menus, documented emergency and fire exit procedures (plan mounted at the back of every guest room door) among others, shall be provided. Special notice regarding the facility lien and liabilities shall be well displayed. All information	Same as for 1 star. But the quality of the materials used shall be good.	Same as for 1 star but information shall be in any other UN recognized language. Guest information shall be digitally available on the TV screen.	Same as for 3 star but with comprehensive guest information directory.	Same as for 4 star but the comprehensive guest information directory shall be multi- lingual and of visually enhanced material.

	shall be provided in Kiswahili, French and English. Guest health, safety and hygiene information shall be prompt, clear, accurate and consistent.				
	35	70	105	140	175
3.3.13 Guestroom designation	Guestrooms Shall be numbered, lettered or otherwis e designated with clear signage.	Same as for 1 Star but of good quality.	Same as for 2 Star but in very good quality fittings.	Same as for 3 Star but of excellent quality.	Same as for 4 Star but with exceptional finishes.
	15	30	45	60	75
3.3.14 Guest room supplies	Essential guest supplies shall be provided for guest comfort, in addition shall provide hygiene kit to guests as part of in- room amenity during their stay.	Same as for 1 star but all items shall be of good quality.	Same as for 2 star but shall be of very good quality.	Same as for 3 star but shall be professionally branded with emphasis on environmental sustainability and of excellent quality.	Same as for 4 star but with additional guest room supplies. The items shall be of exceptional quality.
	25	50	75	100	125
3.3.15 Communica tion service in Rooms	Bedroom means of communication s shall have extensions connected to all parts of the facility and to the main telephone exchange. Telephones, where provided, shall have	Same as for 1 Star But in addition, high speed *wi-fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial. Computer data points/hot spots	Same as for 3 Star. But shall have texting concierge service giving guests the option to text their questions and room service requests.	Same as for 4 Star but with a Single cordless phone or minimum of two direct dial telephones if fixed– one at the bedside and one on the desk /writing table. In addition, shall make provision for tablets which

	instructions on how to use any additional services such as telephone message service, and room-to- room calls. In addition, telephone shall have an emergency call button or speed dial number				are interactive in-room device allowing the guest to communicate with the hotel, make purchases, order room service report problems and control their room.
	20	40	60	80	100
3.4 GUEST BATHROOMS					
3.4.1 Guest Bathrooms size	Bathroom/WC of not less than 3.5 sqm	Bathroom/WC of not less than 4sqm	Bathroom/WC of not less than 5 sqm	Bathroom/WC of not less than 6sqm	Bathroom/WC of not less than 8sqm
	5	10	15	20	25
3.4.2 Towels and Bathrobes	All towels and bathrobes shall be white, adequate, of good quality material in good condition, with towel thread count of 350 gsm and changed daily or on guest request. Bath mat of modest material shall be provided.	Same as for 1 Star but with towel thread count of 400 gsm.	Same as for 2 Star but with towel thread count of 450 gsm. Bath towel shall be at least 70cm by 140 cm and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe.	Same as for 3 star but with towel thread count of 550 gsm, the bath towel shall not be of less than 100cm x 150cm and shall be of higher quality material.	Same as for 4 Star but with towel thread count of 600 gsm and shall be of much higher quality.
	25	50	75	100	125
3.4.3 Water Supply	There shall be provision for sufficient hot water, and shower with adequate flow of water.	Same as for 1 star.	Same as for 2 star.	Same as for 3 star but have at each fitting a mixer valve.	Same as for 4 star.

	10	20	30	40	50
3.4.4 Bathrooms Amenities and fittings	All bath rooms shall be en-suite to each guestroom, equipped with essential bathroom amenities. Arabic shower /bidet shall be provided. In addition, shall have a vanity kit.	Same as for 1 star but fitted with a large mirror	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver point with voltage indicated, a magnifying mirror and mechanical air extractor shall be installed.	Same as for 3 Star but all equipment shall be of excellent quality and have a telephone extension.	Same as for 4 star but shall be of exceptional quality.
	40	80	120	160	200
3.5 KITCHENETTE					
3.5.1 Kitchenette Size	Shall be at least 5 sqm for every lettable unit	Same as for 1 star	Shall be at least 6 sqm for every lettable unit	Shall be at least 7.5 sqm for every lettable unit	Shall be at least 8 sqm for every lettable unit
	5	10	15	20	25
3.5.2 Fixtures and Equipment	A well designed and appropriate kitchen work tops and cabinets of good quality and impervious material. Sinks with hot and cold running water provided. Adequate and appropriate kitchen equipment and utensils shall be provided and cleaned with food grade detergents, sanitized and dried and properly stored. Chopping	Same as for 1 star but shall be of high quality	Same as for 2 star but of higher quality material and fixtures and shall have extractor hoods	Same as for 3 star but more tastefully designed, with better quality materials and fixtures.	Same as for 4 star

	boards shall be colour coded and knives specific for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales.				
	40	80	120	160	200
3.5.3 Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non- slip impervious materials and conducive to easy cleaning with slight slope for proper water flow into drainage to avoid flooding of floors. The floor and wall junctions shall be coved.	Same as for 1 star but shall be of good quality materials and finish	Same as for 2 star but of very good quality materials and finish	Same as for 3 star but shall be of excellent quality.	Same as for 4 star but more luxurious and of exceptional quality.
	20	40	60	80	100
3.6 BEVERAGE SERVICE					
3.6.1 Beverage Service Area (BSA)	Optional	Optional	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and /or lounge. It shall be fitted with a	Same as for 3 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be spacious with good ambiance. The lighting	Same as for 4 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance. In addition, shall have facilities to prepare for non-

			sink which has hot and cold running water Shall have seating space allowing free movement and comfort of guest. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, of good quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA in accordance with local regulations. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside	and temperature control fittings and fixtures shall be of excellent quality.	stocked refreshments. Furniture and equipment shall be of very high quality, offering greater comfort. The lighting and temperature control fittings and fixtures shall be of very exceptional quality. The light fittings shall be tasteful and provide a pleasant ambience.

			the BSA in accordance with local regulations.		
	60	120	180	240	300
3.6.2 Alcoholic and/or Beverage Service	Optional	Optional	There shall be a wide selection of nonalcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed.	Same as for 1 star but with an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	Same as for 2 star but with a wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.
	55	110	165	220	275
3.6.3 Menu Presentation	Optional	Optional	Where applicable, there shall be priced menu available with a modest selection of drinks.	Same as for 3 star but with quality presentation and a wider selection of local and international drinks.	Same as for 4 star but with an extensive selection of premium brands with a touch of luxury.
	25	50	75	100	125
3.7 RESTAURANT					

3.7.1 Restaurant size	Optional	Optional	Where applicable, shall have a minimum space of 1.5 sqm per person	Shall have a minimum space of 1.75 sqm per person	Shall have a minimum space of 2 sqm per person
	5	10	15	20	25
3.7.2 Features and Facilities	Optional	Optional	Where applicable, shall be provision for at least one restaurant, well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guest. Shall have a designated smoking room/area in accordance with local regulations.	Same as for 3 star but with emphasis on efficient flow of services.	Same as for 4 Star but with fine dining and an elaborate a la carte services
	25	50	75	100	125
3.7.3 Furniture, Equipment and Accessories	Optional	Optional	There shall be provision for adequate, functional, comfortable, clean, appropriate furniture and take into consideration the needs of Children and Persons with disabilities.	Same as for 3 Star but all shall be of excellent quality.	Same as for 4 Star but all shall be of exceptional quality and in harmony with the facility's theme.
	20	40	60	80	100
3.7.4 Interior Décor	Optional	Optional	Shall be functional and of a wide range, very good quality and comfort.	Same as for 3 Star but shall be more comfortable, of excellent quality and condition	Same as for 4 Star but shall be of superior sophistication and exceptional quality.

	15	30	45	60	75
3.7.5 Floor, Walls and Ceilings	Optional	Optional	Finishing materials and fittings used shall be appropriate, easy to clean and well maintained.	Same as for 3 Star but with attention to detail, aesthetics, excellent quality materials and workmanship.	Same as for 4 Star but shall be of exceptional quality, design and finish.
	15	30	45	60	75
3.7.6 Lighting and Ventilation	Optional	Optional	There shall be adequate, natural and/or functional artificial lighting to enhance illumination. Light fittings shall be properly insulated. There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 3 Star but the fittings shall be of excellent quality.	Same as for 4 Star but shall be tasteful and provide a pleasant ambience. Shall have exceptional fixtures, fittings and of unique design.
	20	40	60	80	100
3.7.7 Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star but fitting and fixtures shall be of good quality.	Same as for 2 Star but with very good quality fixtures and fittings.	Same as for 3 Star but with excellent quality fixtures and fittings.	Same as for 4 Star but with exceptional quality fixtures, fittings and unique design.
	15	30	45	60	75
3.7.8 Menu	Optional	Optional	Priced menu shall be provided with a good selection of	Same as for 3 Star but with a wider selection	Same as for 4 Star but with superior quality

			local and international dishes with an option of at least a three course meals and a fair selection of beverages from a suitably located near beverage serving area. The menu shall have rich nutritional value. The menu shall be in either Swahili and English and cater for people with disabilities. Menus shall be electronic, on fixed boards or laminated menu folder that can be cleaned and sanitized.	and an option of at least a four course meal. In addition, the menu shall be at least in one other UN recognized language.	cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich beverage list.
	60	120	180	240	300
3.7.9 Billing	Optional	Optional	The billing System shall be semi-automated	The billing System shall be fully automated	The billing System shall be integrated
	5	10	15	20	25
3.7.10 Style of service	Optional	Optional	There shall be at least two types of service with appropriate and adequate equipment. Food service shall be done in a manner that enhances hygiene standards.	Same as for 3 star but shall have at least three types of service	Same as for 4 star but shall have at least four types of service
	10	20	30	40	50
3.7.11 Service Stations	Optional	Optional	Shall be adequate, functional and appropriately located, in relation to the capacity of the restaurant	Same as for 3 Star but shall be of high quality	Same as for 4 Star but shall have adequate compartments and well secured to enhance hygiene

	15	30	45	60	75
3.8 MEALS					
3.8.1 Meals	Optional	Optional	There shall be provision for a wide variety of cuisine and dietary requirement. Hours of operation shall be clearly stated. There shall be provision for a 3 course meal. Food items on display shall be properly labelled and have allergen disclaimers.	Same as for 3 star but with at least four (4) course meal service shall be provided.	Same as for 4 star but with at least five (5) meal course service shall be provided
	20	40	60	80	100
3.8.2 Crockery, Cutlery and Glassware	Optional	Optional	Stocks shall be adequate and appropriate for service of different meals and shall be of good quality and design	Same as for 3 Star but shall have appropriate storage and display.	Same as for 4 Star but shall be of exceptional quality in design and finish
	15	30	45	60	75
3.8.3 Room Service	Optional	Optional	There shall be provision for room service available on request during operating hours with SOP's in place.	Same as for 3 star but in addition room service menu be made available.	Same as for 4 star but in addition room service menu shall be available for all meals.
	10	20	30	40	50
3.9 KITCHEN					
3.9.1 Kitchen Size	Optional	Optional	Area including food stores and pantry shall be in proportion to the capacity of the facility, but shall not be less than 0.5 sqm per guest bed.	Same as for 3 Star but the area per guest bed shall not be less than 0.6 sqm.	Same as for 4 Star but the area per guest bed shall not be less than 0.75 sqm

	5	10	15	20	25
3.9.2 Relation to Restaurant	Optional	Optional	Shall be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency.	Same as for 3 Star but with a highly efficient and convenient method of conveying food.	Same as for 4 Star
	10	20	30	40	50
3.9.3 Organizatio n of the Kitchen	Optional	Optional	There shall be provision for visible segregation and labelling in terms of work stations/ work tops.	Same as for 3 Star but with partitioning.	Same as for 4 Star but shall be fully departmentalized.
	15	30	45	60	75
3.9.4 Flow of Food Service	Optional	Optional	Where applicable, there shall be two independent access ways to facilitate One- way movement between the receiving area and the restaurant/dining room.	Same as for 3 Star	Same as for 4 Star but with mechanisms for transmitting guest order information
	25	50	75	100	125
3.9.5 Kitchen work tops and equipment	Optional	Optional	Work tops shall be adequate, of non-rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate	Same as for 3 Star but with appropriate equipment for each section which shall be handled hygienically. In addition, shall be of good quality.	Same as for 4 Star, but surfaces made of stainless steel. In addition, kitchen equipment and guest crockery and cutlery shall be handled with gloves and disinfected/ washed separately on deep and high temperature wash cycle. In addition, shall be of very good quality.

			machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored. Chopping boards shall be colour coded and knives specific for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use.		
	65	130	195	260	325
3.9.6 Hand Wash Basins	Optional	Optional	There shall be provision for hygienically operated hand wash basins that are adequate in number with one placed at the kitchen entrance and others easily accessible by food	Same as for 3 Star but located at convenient sections with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.

			handlers with a provision of running water, non-perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.		
	15	30	45	60	75
3.9.7 Regulation of Temperature	Optional	Optional	Adequate natural and/or mechanical ventilation provided for conducive working environment. Kitchen hoods shall be regularly cleaned and records kept.	Same as 3 Star but with mechanisms to regulate temperature in different sections of the Kitchen	Same as for 4 Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen
	20	40	60	80	100
3.9.8 Lighting	Optional	Optional	Shall be adequate, natural and/or artificial to enhance illumination. Light fittings shall be properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared.	Same as for 3 Star but light fittings shall be of high quality and tasteful to provide a pleasant ambience.	Same as for 4 Star but with emphasis on renewable energy.
	25	50	75	100	125
3.9.9 Drainage	Optional improve	Optional	All drains in and around the kitchen	The same as for 3 Star but	The same as for 4 Star
			shall be covered and connected to the drainage system of the building via functional grease trap with clear inspection points. All shall be	with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.	

			maintained in good working condition, at all times. In addition, there shall be water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.		
	30	60	90	120	150
3.9.10 Floors, Walls and Ceilings	Optional	Optional	Walls and ceiling material shall be easy to clean. The floor and wall junctions shall be coved. Floors shall be impervious and free from slip, trip or fall hazards.	Same as for 3 star but shall be of high quality materials and finish	Same as for 4 star but of superior quality materials and finish
	20	40	60	80	100
3.10 FOOD SAFETY & HYGIENE					
3.10.1 Food Hygiene Policy & Procedure	Optional	Optional	The facility shall comply with existing food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. and conform to food safety and hygiene standards. In addition, shall have documented SOPs and food safety and hygiene policy. Shall train staff regularly on food safety and hygiene	Same as for 3 star but shall also have a HACCP Plan. Shall document and implement procedures related to various functions related to food safety and hygiene.	Same as for 4 star but shall also be ISO 22002 certified.

			and keep record of staff training.		
	30	60	90	120	150
3.10.2 Food Safety and Quality	Optional	Optional	Food shall be prepared as per the recipes, well presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination.	Same as for 3 star but the presentation and service equipment shall be of high quality.	Same as for 4 star but with enhanced culinary skill in preparation, presentation and service
	60	120	180	240	300
3.10.3 Food equipment	Optional	Optional	Shall have appropriate equipment for different types of food preparation areas.	Same as for 3 star but the equipment shall be of good quality, easy to clean and have a wide range.	Same as for 4 star but with highly specialized equipment.
	20	40	60	80	100
3.10.4	Optional	Optional	Shall have provision for	Same as 3 star but with an	Same as 4 star but with evidence of

Food Supplies			designated area for receiving, inspecting and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items.	automated system and qualified personnel in place to update and manage stores.	local community empowerment through suppliers preferred and with an integrated supplies system.
			A supplies policy and plan shall be in place. In addition, have evidence of an inventory of the suppliers and supplied items. Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular intervals and after every offloading and loading. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in food designated modes of transport and shall be separated from non- food items and chemicals. Food shall be received in a clean, well maintained and spacious place with necessary amenities and equipment to facilitate hygienic receipt of food items.		
			Food shall be received in an area		

			close to storage for ease in movement and to avoid contamination. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, bio degradable and food grade packing material.		
	70	140	210	280	350
3.10.5 Food Storage	Optional	Optional	The food items or ingredients shall; be in a clean and well maintained storage facility, be stored in close proximity to food preparation areas, be on storage pallets that can support the weight put on it. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls.	Same as for 3 Star but in addition all food shall be kept in the right temperature and proper records of the same be kept. Additionally, shall have interlinked stores management system.	Same as for 4 Star but in addition specially designed food holding facilities shall be in place and conveyer method for ready food shall be provided. Additionally, shall have stainless steel pallets.
			Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers.		

			In addition, FIFO concept in stock rotation shall apply.		
	65	130	195	260	325
3.11 GUEST AUXILIARY SERVICES					
3.11.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Personal protective equipment (PPE) for staff and environmentally	Same as for 1 star but shall have a laundry list available.	Same as for 2 star but with appropriate washing and ironing equipment.	Same as for 3 star but with pressing services and 24 hour return laundry services.	Same as for 4 star but with express services available.
	friendly detergent shall be provided Laundry shall be put into quality non-plastic laundry bags for collection. Laundry shall be properly washed in hot cycles of prescribed temperatures. Safety rules and emergency contacts shall be displayed at strategic points. Toxic chemicals shall be properly labelled and stored. Hazardous wastes shall be properly stored and disposed.				

	Have appropriate and adequate equipment that is regularly maintained and records kept.				
	65	130	195	260	325
3.11.2 Baby Care Services and a Lactation room	There shall be provision for baby care services on request.	Same as for 1 Star.	Same as for 2 star But with basic baby- sitting facilities and equipment.	Same as for 3 star but with provision for an elaborate crèche with at least one (1) baby sitters.	Same as for 4 star but with at least two (2) trained baby sitters.
	25	50	75	100	125
3.11.3 Transport and Car Wash Services	Shall be available on call	Same as for 1 star But in addition shall have outsourced transport services.	There shall be appointed transport services by the facility and / or own transport. In addition, car wash services shall be provided on request	Same as for 3 Star but in addition shall have contracted company with taxis on site.	Same as for 4 Star but shall have at least one taxi company on site. In addition, shall have other customized transport service
	25	50	75	100	125
3.11.4 Shoe Shine Services	Provision for shoe shining service shall be made available on request	Same as for 1 star	Provision shall be made for a shoe shining facility in every unit.	Same as for 3 star But shall provide shoe shine sponge as part of room amenities.	Same as for 4 star
	10	20	30	40	50
3.11.5 Shopping facilities	A grocery shop stocking items essential for guests shall be within reach of the establishment.	Same as for 1 star	Same as for 2 star but shall have a gift/convenience shop within the establishment	Same as for 3 star but the shop shall well stocked with souvenirs and convenience items.	Same as for 4 star
		5	10 15	20	25
4.0 SAFETY & SECURITY					
4.1 Safety and Security	Shall ensure the facility meets the safety and security standards as	Same as for 1 Star but with well documented Emergency	Same as for 2 Star but with a security policy and a dedicated Safety & Security	Same as for 3 Star but shall provide evidence of collaboration	Same as for 4 Star But with well documented Emergency Response plan

	guided by Occupational Safety and Health (OSHA) There shall be appropriate measures to secure the facility perimeter with electrical fence with sensors where applicable. In addition, the facility shall have adequate, properly trained and equipped security personnel with a well-defined security deployment structure and a clear security procedure/post orders. Alarm system connected to external rapid response system shall be installed Guest records shall be kept. Safety information shall be provided to guests and a Disclaimer signed on arrival. Shall have a well-documented security policy. In addition, shall have evidence of emergency preparedness	Response Procedures.	Committee.	with other relevant security agencies.	and implementation matrix.

	Be in contact with the local security agencies.				
	45	90	135	180	225
4.2 Access Control	There shall be manned entrances and exits 24- hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for persons with disabilities. Vehicle screening shall be done and proper records maintained, shall include car registration number, car make, number of occupants, vehicle colour, time and date of entry and exit.	Same as for 1 Star but with access barriers.	Same as for 2 Star but with staff and guests' movement control within the premises.	Same as for 3 Star but with Electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.
	50	100	150	200	250

4.3 Guest screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure that all guests and joiners registration is done with original official identification documents.	Same as for 1 Star but with vehicle scanner (Where applicable).	Same as for 2 Star but with Walkthrough Metal Detectors.	Same as for 3 Star but with luggage scanners for guests.	Same as for 4 Star. But with sophisticated equipment of exceptional quality.
	30	60	90	120	150
4.4 CCTV Surveillance	CCTV Cameras at entry points, reception, perimeter and public areas manned at all times. The information captured shall be stored for at least one (1) month.	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well lit.	Same as for 2 Star but the information captured shall be stored for at least 2 months.	Same as for 3 Star but the information captured shall be stored for at least 3 months.	Same as for 4 Star. But the information captured shall be stored for at least 6 months.
	The cameras shall have night and day vision. Facilitate security officer undertaking surveillance				

	with appropriate equipment. A designated section with safe deposit facility available for guests covered by CCTV and with proper records. In addition, shall have a control point that is manned 24/7, have a communication system terminating at the security office/switchboard, have flash lights, have evidence of recorded patrol activities and have emergency contacts.				
	35	70	105	140	175
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security. In addition, there shall be provision for safe deposit services.	Same as for 1 Star, but with higher quality fittings with provision for double locking system and door lens\peep. The door lens \peep shall be fitted at heights that takes into account the national anthropometric measurements.	Same as for 2 Star but shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.

	40	80	120	160	200
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate extinguishing equipment shall be provided, clearly marked and well maintained, be installed. All staff shall be trained internally on basic safety and security, firefighting equipment and their use at least once a year. The facility shall have an in-house core firefighting team. Fire drills shall be carried out regularly and records kept. The facility shall have a valid fire insurance cover. Statutory fire safety notices shall be prominently displayed. There shall be a store for all cylinders (full or empty) externally,	Same as for 1 Star But fixtures and fittings shall be of good quality	Same as for 2 Star but equipment shall be specialized and efficient for fire protection.	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of extremely high quality.

	secured and well ventilated. Shall have a designated smoking area and 'No smoking' signage prominently displayed. internally on basic safety and security, firefighting equipment and their use at least once a year. The facility shall have an in-house core firefighting team. Fire drills shall be carried out regularly The facility shall have a valid fire insurance cover. Statutory fire safety notices Shall be Pprominently displayed. There shall be a store for all cylinders (full orempty) externally, secured and well ventilated. Shall have a designated smoking area and 'No smoking' signage				

	prominently Kitchen shall have an ansul system of putting out gas fire. displayed.				
	55	110	165	220	275
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system covering all public areas for at least 8 hours.	Same as for1 Star. But shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with a backup alternative sources of power providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	20	40	60	80	100
4.8 Emergency Medical Support	Well stocked First Aid Kits shall be provided in all work station with at least one staff being well trained in basic first aid application techniques.	Same as for 1 Star. But shall have staff trained in first aid in all sections.	Same as for 2 Star but with a registered Clinical officer/ Nurse/ Doctor on call.	Same as for 3 Star but with ambulance or air lifting services on call.	Same as for 4 Star. In addition, shall have an on-site clinic with a registered Clinical officer/ Nurse/ Doctor subject to national regulations
	15	30	45	60	75
4.9 Electrical Safety	All electrical installations shall be well maintained in accordance with applicable electrical National safety laws.	Same as for 1 Star. But with good quality materials, fittings and workmanship.	Same as for 2 Star but with very good quality materials, fittings and workmanship.	Same as for 3 Star. But with excellent quality materials, fittings and workmanship.	Same as for 4 Star but with higher quality materials, fittings and workmanship
	10	20	30	40	50
5.0 WELLNESS & RECREATION SERVICES					
5.1 Swimming pool size	Optional	Optional	Where applicable, a swimming pool of adequate size shall be provided with a separate	Same as for 3 star but the swimming pool shall not be of	Same as for 4 star but shall have more than one swimming pool and the

			pool/area for children.	less than fifty (40) square meters.	main pool shall not be of less than seventy-five (75) square meters.
	5	10	15	20	25
5.2 Swimming Pool & Related Facilities	Optional	Optional	A swimming pool shall be maintained to ensure safety of swimmers. The pool shall have: - Treatment room and filtration plant with treatment records kept. Clearly Displayed Pool Regulations Pool surround deck/area with non-slip surface Pool furniture. Separate changing rooms for men and women A separate pool/area for children Clear markings to indicate depth at different points	Same as for 2 Star but with telephone access within close proximity with emergency numbers clearly indicated.	Same as for 3 Star but with CCTV Coverage in the public pool area. In addition, shall have a chlorine dosing pump.
			• Suitably trained and equipped attendants and life savers. Shall have 'no diving signage' Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with		

			chlorine levels in pools kept between 1- 3mg/l, with pH range of 6.87.4'.		
	85	170	255	340	425
5.3 Fitness and Wellness services	There shall be provision for fitness equipment and/ or aerobics with a trained and certified fitness attendant, trained in first aid and cardio pulmonary resuscitation (CPR). Staff shall adhere to service etiquette. Shall be in good condition and with well-maintained floors and walls. Equipment shall be regularly serviced, cleaned, sanitized and in good condition. Shall ensure that all linen is changed after every use, properly washed, sanitized and in good condition.	Same as for 1 Star but with a basic massage parlor and ensure use of approved and certified products.	Same as for 2 Star but with at least a Spa. Spa therapists shall wear appropriate Personal Protective Equipment (PPE). Spa equipment shall be sterilized between treatment Spa linen shall be replaced after each treatment	Same as for 3 Star but with a Sauna, Steam Bath, well-equipped fitness room and a well-trained instructor. Emergency alarms shall be fitted inside sauna and steam rooms and terminated at the security control room	Same as for 4 Star but with a fully equipped fitness center and a fitness team.
	60	120	180	240	300
5.4 Entertainment and Recreation	Some form of entertainment shall be provided.	Same as for 1 star. But with a variety of forms of entertainment	Same as for 2 star but with properly organized and scheduled entertainment and	Same as for 3 Star. But the different forms of entertainment	Same as for 4 star but with evidence of a contract with entertainment

		and recreational activities provided.	recreational activities.	should be cater for different ages.	service providers or in house entertainment team
	15	30	45	60	75
6.0 HUMAN RESOURCE & STAFF FACILITIES					
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person and holder of at least a diploma or equivalent qualification in hotel management from a recognized institution with a relevant experience of at least three years.	Same as for 1 Star but shall be under the supervision of a person trained and experienced in hotel management, assisted by one or more persons with similar training.	Same as for 2 star but the facility shall be supervised by a highly trained and experienced person, assisted by several persons with relevant experience of at least 2 years.	Same as for 3 Star. But the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 3 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of professional association
	20	40	60	80	100
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 50% of the staff shall possess certified qualifications from recognized institutions.	Same as for 1 Star but the proportion of professionally certified staff shall be at least 60%	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.
	10	20	30	40	50
6.3 Department	Depending on the size and organizational	Same as for1 Star But there shall be at	Same as for 2 Star but each department shall	Same as for 3 Star but with a duty manager	Same as for 4 Star But each department shall

al Heads	structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day to day operations in each department.	least two suitably qualified and experienced persons to assist in the day to day operations in each department.	be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.	available at all times.	be under the management of a person or persons with appropriate training from a recognized institution with over 10years experience
	15	30	45	60	75
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure Terms and conditions of service Training programs	Same as for 1 Star. But shall have both internal and external programs and evidence of implementation.	Same as for 2 Star but each department shall have their own customized programs.	Same as for 3 star but shall have a Human Resource Management department	Same as for 4 star but shall have a training unit.
	20	40	60	80	100
6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training shall be continuous and cover relevant topic and emerging issues.	Same as for 1 Star but with scheduled training, a designated training room for in- house training programs.	Same as for 2 Star with the addition of an external training program. Comprehensive in-house training programs shall be in place.	Same as for 3 Star but with detailed career growth progression.	Same as for 4 Star but with a dedicated training department.
	30	60	90	120	150
6.6 Staff Grooming and Professional etiquette	A staff grooming policy shall be in place. Staff shall be properly uniformed as per their respective areas of	Same as for 1 Star but staff shall have different uniforms for the different departments.	Same as for 2 Star but staff shall display high professional etiquette.	Same as for 3 Star but staff uniforms shall be of excellent quality and staff trained on professional etiquette.	Same as for 4 Star But staff uniforms shall be of exceptional quality.

	operation with name tags at all times, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on				
	professional etiquette. Staff working in hazardous areas high risk areas shall have (PPE) personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.				
	35	70	105	140	175
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes and rewards performance of all staff at least annually.	Same as for 1 Star but staff recognition shall be at least bi-annual.	Same as for 2 Star but with the addition of staff bonuses at appropriate intervals.	Same as for 3 Star but with recognition of staff by department. In addition, there shall be an annual Team Building activity.	Same as for 4 Star but with evidence of staff incentive for staff with exemplary service.
	30	60	90	120	150

6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided.	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with additional of annual events such as staff parties.	Same as for 4 Star but with quarterly events.
	20	40	60	80	100
6.9 Staff Welfare and Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Staff, drivers and guides accommodation where applicable. Facilities for persons with	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of facilities proportionate to the facility.	Same as for 3 Star but the facilities shall be of much higher quality and accommodation facilities shall be en suite.	Same as for 4 Star. But the facilities shall be of exceptional quality and standards.

	disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.				
	45	90	135	180	225
7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the facility.	Same as for 1 Star but with elaborate information on the facility details and services provided in the guest information pack in guestroom and electronically at the reception and public areas.	Same as for 2 Star but in addition, information shall be offered electronically in guestrooms.	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star but with an E- Commerce enabled website.
	25	50	75	100	125
7.2 Social Media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests' comments.	Same as for 2 Star but shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback.	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party.
	35	70	105	140	175

7.3 Complaints Handling	There shall be procedure For complaint handling and records of the action taken on the same.	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but with a documented complaint handling SOP at departmental level.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but shall have documented monthly reports of complaints handled
	25	50	75	100	125
7.4 Recognition Awards	Presence of at least one Award issued by a reputable and Relevant national institution in the preceding five years.	Same as for 1 Star Presence of at least two Awards issued by a reputable and relevant national institution in the preceding five years.	Presence of at least one award	Same as for 3 Star Presence of at least two Awards issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	Presence of at least one Award issued by a reputable and relevant international institution in the preceding five years.
	15	30	45	60	75

6. CRITERIA FOR MOTELS

SCORE FOR MOTELS

1. To qualify for One Star grading, a Motel must score at least 50% of the overall total maximum scores in Motel criteria, and a minimum of 60% in Guest Service Section.
2. To qualify for Two Star grading, a Motel must score at least 66% of the overall total maximum scores in Motel criteria, and score a minimum of 70% in Guest Service Section.
3. To qualify for Three Star grading, a Motel must score at least 80% of the overall total maximum scores in Motel criteria, and at least score a minimum of 70% in each Section, and must have a well-equipped vehicle service station.

1. Scope

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to Motels.

2. Product Descriptors

Motel: A commercial establishment with at least 10 lettable rooms, located along highways or motor ways providing accommodation, food and beverage services and service station where necessary /a service station where applicable/within the establishment or near the establishment of which majority of clients are motorists and other highway and road users.

(a) Guest expectations

(i) Basic amenities and services for motorists;

(ii) Accessible parking bay;

(iii) Information service point, curio/craft shop and a convenience store;

(iv) Food and beverage service;

(v) Accommodation; and

(vi) Public washroom.

(b) Definitions

For the purpose of this standard the following definitions shall apply:

Additional guest room supplies - hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, bedroom slippers

African service – Local community customized style of service.

Amenities – Facilities in a guest room to ease the stay of guests.

Ansul system – It's a line of special hazard fire protection products designed to meet strict standards and tested under the scrutiny of independent labs and approval agencies all over the world.

A la carte – means a menu offered in a restaurant with dishes that are separated and individually priced for each course.

Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a Motel that is outside their natural habitats where they usually are established.

Beverage service area -

Chlorine dosing pump – means a pump that is used to carefully measure the amount of chlorine that is put in swimming pool as a method of water purification.

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

Conference room supplies - means amenities and supplies provided for guests attending conference meetings, they include potable water, stationary and conference equipment.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one or more speakers or honored guests.

Deep cleaning - means a thorough cleaning process that includes all parts of a room and not just surfaces where dirt can be seen.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Door Lens – means a peep hole that allows the person behind the door the security of seeing outside without opening the door.

English service – means a style of service where food is served from a large dish by a waiter starting with the host/hostess at the head of the table and then other guests are served.

Essential bathroom amenities and supplies- means items provided in a guest bathroom for guest convenience and comfort. They include; a toiletry tray/ basket with lotion, shower gel, shampoo, soap, shower cap, conditioner, dental kit, sewing kit, vanity kit, face towel, sanitary bags, good quality assorted tissue, lined waste bin, air freshener and bathroom slippers.

Essential guest supplies – means amenities and supplies provided by the Motel for guests' needs and convenience. They include: safe drinking water, water glasses, coffee trays, Do Not Disturb sign, guest stationary, soap, toilet paper, hygienic kit, bed side rag, laundry bag, air freshening supplies, waste bins and hot water bottle on request.

Essential suite bathroom fittings and equipment – means the fittings and equipment in a suite bathroom that are provided for guest convenience and comfort. They include; an internal lock, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or mat for use in bath shower, conveniently located shaver outlets and sockets with voltage indicated, hair drier, a lidded water closet (WC) with toilet paper holder and spare toilet paper, a lidded sanitary disposal bin and bags, good quality shower mixers, bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, weighing scale, hair dryers, telephone/ radio, magnifying mirror and shower cubicle.

Essential Suite facilities, supplies and amenities - means the features and supplies in a suite that are provided for guest convenience and comfort. They include; beverage making facilities with crockery and cutlery, bedside rug, 'Do not disturb' sign, insect repellent, bedroom slippers, water glasses & potable water, branded stationery, room service menu, laundry bags, assorted soft tissues, natural flowers/ plants, chocolate, sweets and fruits on season.

Façade – means the front exterior part of the Motel that is observable by the guest from the entrance.

Family service – means a style of service where food is brought to the table in

serving dishes and the guests are able to serve themselves.

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

French service – means a style of service where particular cooked foods are brought from the kitchen on a cart which is used for the final cooking. The food is completed in front of the guests and they have an opportunity to serve themselves.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the Motel by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the Motel together in order to work as one entity.

Gueridon service – means a style of service where food comes partially prepared from the kitchen to be completed by the guest's tableside on a gueridon trolley fitted with gas burners.

Hygiene kit – means a small bag in a guest room that contains hygiene items for personal use such as hand sanitizer, wet wipes and face masks.

Joiners - means an unregistered guest/ outside guest who is temporary visiting a registered guest.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Mixology – means the skill of mixing cocktails and other drinks.

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

Platter service – means a style of service where food is placed on a serving dish known as a platter then professionally served to each guest by a waiter. This personalized service gives guests the choice of selecting and quantifying food served to them.

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

People with Disabilities means a person with a physical, intellectual, sensory or mental impairment and whose functional capacity is limited by encountering attitudinal, environmental and institutional barriers;

Pre-plated / American service – means a style of service where food is portioned and pre- plated in the kitchen and served by a waiter.

Public Washroom Amenities - Soap dispenser with soap, Disposable tissue, and/or electric hand drier, A hand wash basin with running hot and cold water, Toilet paper, Sanitary bin with liner and lid, Mother and child facilities and coat hangers/hooks

Right Temperatures –

a) Thawing; through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

c) Cold foods; shall be held at temperatures below 5^{0}C.

Russian service – means a style of service where food is elaborately presented, well decorated and impressively displayed on silver platters. The food is then presented to the guests and served on their individual plates using serving cutleries.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the Motel together in order to work as one entity.

Social media refers to interactive technologies that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, , Instagram, etc.

Sommelier – means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

Deluxe suite – A suite that comprises an ensuite bedroom, a living/sitting area, a meeting room and a lounge.

Styles of service – Refers to the different styles of service which should be selected based on the type of food being served. They include; A la carte, English service, Family service, French Service, Gueridon service, Platter Service, Table d'hôte, Pre-plated / American service, Russian Service.

Suitable –means something that is fit or appropriate for a particular purpose.

Suite - means an accommodation comprising of more than one room; occasionally a single large room with clearly defined sleeping, sitting, dining and kitchen area.

Table d'hôte – means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.

Thread Count – means the number of horizontal and vertical threads per square inch on a fabric such as bedsheets and towels.

Vanity kit – It contains cotton pads, cotton swabs, nail file, thread, needle, button and a safety pin.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Waste water treatment system– It's a system made up of several individual technologies that address specific wastewater treatment needs.

Fittings/Fixtures – Items in a property that are attached to the building or to equipment.

Acronyms

1. BSA – Beverage Service Area
2. CSR - Corporate Social Responsibility
3. CPR - Cardiopulmonary resuscitation
4. FIFO – first in first out
5. HACCP – Hazard Analysis and Critical Control Point
6. LAN – Local Area Network
7. MOAs - Memorandum of Agreements
8. PPE –Personal Protection Equipment
9. PWD – Persons with Disabilities
10. SOP – Standards Operating Procedures
11. UN – United Nations
12. WAN – Wide Area Network
13. WHO – World Health Organization

Requirements: The following shall be the requirements for a Motel:			
SECTION– ITEM	1 STAR	2 STAR	3 STAR
1.0 PHYSICAL QUALITY ASPECTS			
1.1 LOCATION ACCESS			
1.1.1 Location	The location shall be suitable for a Motel and easily accessible and with clear and visible locational signage. In addition, shall be safe, comfortable and offers tranquility.	Same as for 1 star but with appropriate signage and with online presence to enhance accessibility.	Same as for 2 stars, but shall be in close proximity to several amenities and should provide customized means of access.
	30	60	90
1.1.2 Site Suitability	The site of the establishment shall be suitable for a Motel.	Same as for 1 Star But with additional efforts to enhance the aesthetics of the site and offering greater vantage in terms of scenery and rich in biodiversity.	Same as for 2 Star but with evidence of innovative ways to improve on the aesthetics of the site
	15	30	45
1.1.3 Entrance & Exits	Shall have a design and layout that minimize security risk and aids proper access control. Shall provide hand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.	Same as for 1 Star but with clear and protected pathways which are artistically designed and having an aesthetic appeal	Same as for 2 Star but shall be in line with the facility theme but artistically designed and having an aesthetic appeal.
	25	50	75
1.1.4 Motel Service Station	The establishment shall provide basic facilities and associated services such as garage and fuel service, except where they exist within a reasonable distance	Same as for One Star but the range of facilities and services	Same as for Two Star, but with wider range of facilites and services of excellent quality.
	10	20	30
1.2 BUILDING ARCHITECTURAL FEATURES			

1.2.1 Design and Layout	In conformity with the Building Code and other existing building country regulations, modest in style and beauty, structurally sound, allowing efficient flow of operation and services and in harmony with the physical built up, natural, social and Cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but its finish shall be of a higher quality in design and décor. In addition, the building shall be autonomous.
	30	60	90
1.2.2 Entrance Canopy	There shall be a form of canopy at the entrance of the building. (Either built-in or an extension of a slab or roof to serve as a canopy) NB Canopy not necessary, set up does not allow.	Same as for 1 Star but shall have separate sidewalks for walk in/out clients.	The canopy shall be part of the building structure and capable of providing cover for at least one vehicle at a time.
	15	30	45
1.2.3 Provision for the Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip-textured / roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms.	Same as for 1 Star but shall have at least two specially designed rooms for PWD's. Additionally, there shall be use of contrasting colours to indicate change of areas and surfaces so	Same as for 2 Star but shall have at least three specially designed rooms for PWD's. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background.
	100	200	300
1.2.4 Efficient flow of Services	The building shall be well designed to enable efficient use of space and flow of service delivery.	Same as for 1 star but with but with emphasis on functionality.	Same as for 2 star but with emphasis on aesthetics and ensure efficient connectivity for optimum utilization of spaces.
	15	30	45
1.2.5 Lighting, Ventilation &	The facility shall have provision for optimal natural and/or functional artificial illumination. Adequate	Same as for 1 Star. But with good quality fixtures and fittings.	Same as for 2 Star but with a creative design to optimize natural lighting, ventilation and

Temperature Control	natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco-friendly.		temperature control.
	25	50	75
1.2.6 Floors, Walls & Ceilings	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. Floors shall be free from slip, trip or fall hazards.	Same as for 1 star but with good quality fittings, workmanship and finish.	Same as for 2 star but with very good quality materials and finish.
	15	30	45
1.2.7 General Stores	Shall be adequate providing for separation of different types of merchandise/goods, well- ventilated and maintained.	Same as for One star but with proper designation/labelling and shelving	Same as for Two star but better organized in terms of good segregation, layout
	25	50	75
1.3 PUBLIC AREAS			
1.3.1 Lobby, Lounge and Public Areas Size	Shall be as per building code and the minimum size shall not be less than 0.5 sq. m. per guest bed. Should be proportionate to the capacity of the establishment.	Same as 1 star but the minimum size shall not be less than 1 sq.m per guest bed	Same as 1 star but the minimum size shall not be less than 1.5 sq.m per guest bed
	5	10	15
1.3.2 Lobby/Lounge facilities	Should be available, modest in design with seating area with approportionate furniture in relation to the capacity of the establishment. An appropriate safety and emergency procedure prominently displayed at a convenient area, clearly marked and visible directional signage, warning and safety signs clearly displayed and accessible and unobstructed fire exit routes from the lobby area	Same as for 1 Star but with furnishings and fittings of good quality.	Same as for 2 Star but with a separate lobby and lounge with appropriate décor, excellent design, material, workmanship in harmony with the theme of the facility.

	50	100	150
1.3.3 Corridors, staircases, hallways and walkways	Shall allow easy and safe passage, be well lit, finished with non –slip materials, well maintained and in-line with the Building Code. Side railings shall be provided and there shall be a gentle slope for staircases. Shall be well maintained and be protected from weather. Elements Shall have accessible well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed. Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. Shall have accessible well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed	Same as for 1 Star but shall have appropriate decor. Same as for One Star but with good finish and high quality materials used.	Same as for 2 Star but finished to good quality incorporating aesthetic features. Same as for Two Star but with higher quality finish, decoration and well maintained.
1.3.4 Provision for Parking	Provision for adequate parking space in close proximity to the facility, in relation to the number of rooms. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well- marked demarcations.	Same as for 1 star but with provision for parking tags/passes and defined parking routes for vehicles. Same as for One Star but parking space should be clearly marked and well lit.	Same as for 2 star but with adequate security and CCTV coverage.
	40	80	120
1.3.5 Public Washrooms	Good impervious non-slip material shall be used for floors and walls. Wall covering materials that	Same as for 1 Star But the materials used shall be of good quality.	Same as for 2 Star but in addition fresh flowers or indoor plants shall be Provided and shall be of

	are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times with adequate amenities. Shall have hooks and hangers at the back of the door. Provision for persons with disability shall be made. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying. The entrance to the cloakrooms from adjacent rooms should have air locks		excellent quality.
	55	110	165
1.3.6 Public Washrooms for persons with disability	There shall be provision for public washrooms measuring not less than 1800mm by 1800mm. The access door shall be fitted with an emergency release lock. The toilet seat height shall be between 480mm and 500mm. In addition, shall have a minimum of an 800mm-wide clear transfer space on one side of the toilet pan. The toilet flushing control shall be positioned on the outer side or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of	Same as 1 star but the fittings shall be of very good quality	Same as 2 stars but the fittings shall be of high quality

	the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer an toilet- paper holder shall be easily accessible for use while seated.		
	30	60	90
2.0 SUSTAINABILITY REQUIREMENTS			
2,1 Environmental Architectural Features	The architectural features shall incorporate eco-friendly technologies including the alignment / layout of buildings to maximize use of natural lighting and ventilation as well as rain water harvesting. In addition, local building materials shall be used. The construction of permanent buildings shall observe the buffer zone limits in accordance with the national policies and laws	Same as for 1 Star but with greater emphasis on harmony with the environment and appeal.	Same as for 2 Star but with emphasis on sophistication, style and aesthetic appeal.
	35	70	105
2.2 Landscaping	Landscaping shall maintain a natural outlook and retain indigenous species without introduction of alien species. In addition, shall conform to the indigenous environment/scenery.	Same as for 1 Star but should be in harmony with the surrounding environment.	Same as for 2 Star but providing directional and environmental awareness signage of high quality and well maintained with aesthetic appeal
	35	70	105
2.3 Environmental Policy, Plan and Programmes	The facility shall comply with environmental policies, regulations and plans. In addition, shall have annual environmental control audits in place and in the case of new facilities, an Environmental Impact Assessment shall be in place.	Same as for 1 Star with evidence of sensitization of staff & guests and in addition, the facility shall have a disaster management plan in place. Impact Assessment shall be in place	Same as for 2 Star but with evidence of monitoring and evaluation and clear communication plan

	40	80	120
2.4 Solid Waste Management	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations and policies	Same as for 1 Star but have sufficient provision of waste bins throughout the facility.	Same as for 2 Star, but shall have to ~~effective solid waste management plan,~~ put in place measures to ensure there is, reduction/reduce, re-use and recycle (A3R).
	40	80	120
2.5 Acoustics/ Noise Management	The facility shall comply with the existing policies, regulations and plans on noise management.Permissible sound management features shall be in place for comfort and privacy of guests and neighborhood. In addition, informative signage shall be put in place.	Same as for 1 Star but with informative signage shall be put in place	Same as for 2 star but with elaborate sound management systems in the design and layout of the facility. In addition, orient the openings towards natural sounds.
	20	40	60
2.6 Water conservation & Management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g rain water harvesting. Shall ensure adequate storage capacity to last at least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National	Same as for 1 Star but in addition shall ensure adequate storage capacity to last at least 4 days in case of water supply breakdown.	Same as for 2 Star but in addition embrace innovations in water conservation approaches. Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown. with evidence of specific records of water quantities used in key consumption areas(kitchen, guest rooms and laundry). Shall ensure adequate storage capacity to last at least 5 days in case of water supply breakdown.

	Authority.		
	50	100	150
2.7 Effluent discharge / Waste Water Management	Shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records. Shall have measures for re-use of treated waste water. Waste water management shall be handled by a competent technical staff. Should meet the local health standards and environmental protection regulations	Same as for 1 Star, but shall have evidence of regular desludging.	Same as for 2 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water.
	40	80	120
2.8 Energy Conservation	The facility shall comply with the policies, regulations and plans on energy conservation Efficient and cost-effective energy sources shall be used. Deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy as appropriate	Same as for 1 star but in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience.	Same as for 2 star but shall have regular energy audits and records kept.
	40	80	120
2.9 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 1 star but with involvement of host community in	Same as for 2 Star but shall have evidence of entrenching green supply chain management system

		purchases	and best practices. In addition, shall embrace information technology that supports multi- level decision making in supplies.
	25	50	75
2.10 Corporate Social Responsibility (CSR)	Shall have at clear community empowerment programs	Same as for 1 star but with a CSR policy, implementation planand communication strategy in place. Shall have clear community empowerment programs and budget linking the guests, staff and the host community.	Same as for 2 star but with but with deliberate measures of assessing the impact of specific programs
	35	70	105
3.0 GUEST FACILITIES AND SERVICES			
3.1 FRONT OFFICE SERVICES			
3.1.1 Reception Service Area	An appropriate area suitably designed for receiving of guests should be available with personnel for at least 18 hours. There shall be provision of notices and any other general information at the reception. A designated section with safe deposit facility available for guests covered by CCTV and with proper records. Digital communication and automation of services.	Same as for 1 star but Shall have a guest relations desk Shall have information	Same as for 2 stars but reception area shall be manned for 24 hours. The services shall be highly specialized.
	85	170	255
3.1.2 Reservation	There shall be a clear reservation and cancellation policy. There shall be measures to capture guest details in place (manually or online)	Same as for 1 Star but shall be fully automated.	Same as for 2 Star but with Local Area Network (LAN and fully integrated
	25	50	75
3.1.3 Luggage, lost and	There shall be a clear procedure for handling lost & found items and a	Same as for 1 star but in addition shall have	Same as for 2 star but there shall be evidence of an inventory of the lost &

found service	designated safe storage facility.	a policy in place.	found items and a collection list
	20	40	60
3.1.4 Concierge and Luggage Handling services	There shall be provision for guest assistance service.	Same as for 1 Star but in addition there shall be provision for appropriate equipment for luggage handling.	Same as for 2 stars, but with designated personnel Operating 24 hours' porterage services
	25	50	75
3.1.5 Billing and Modes of payment	There shall be provision for acceptable billing and payment modes. In addition, there shall be provision for cashless payment (mobile money services and a payment card reading process data quickly (PDQ) machine).	Same as for 1 Star But there shall be provision for undertaking transactions in at least one international currency.	Same as for 2 Star but shall offer at least two international currencies In addition, there shall be provision for foreign exchange services for at least two international currency.
	20	40	60
3.1.6 Communication and internet Services	Timely and accurate information shall be provided to guests. Appropriate communication system with channels connected to all facilities shall be available. Timely and accurate information shall be provided to guests. *Wi-fi* shall be provided in all public areas and guestrooms.	Same as for 1 star but with high- speed reliable *Wi-fi* available in all areas.	Same as for 2 star with a multipurpose room for conferencing and in addition, have satellite link and video conferencing facility.
	25	50	75
3.2 GUESTROOMS			
3.2.1 Guest Rooms size	Shall be as per building code and minimum size of guest room shall be 10 sq. m.	Same as for 1 Star but minimum size to be 12 sq. m.	Same as for 2 Star but minimum size to be 15 sq. m.
	5	10	15
3.2.2 Guestroom cleaning	Guestrooms shall be cleaned daily and disinfected after every check out and shall be odorless. In addition, there shall be Standard Operating Procedures (SOP's) in place.	Same as for 1 star The facility shall have specialized cleaning equipment	Same as for 2 star But supplies shall be of exceptional quality and environmental friendly detergents
	A ratio of 1:12 personnel to guest rooms shall be		

	assigned for cleaning or as deemed applicable for the specific facility. Staff shall be properly equipped with appropriate cleaning equipment and PPEs and shall have a housekeeping store for storage of cleaning equipment. In addition, there shall be Standard Operating Procedures (SOP's) in place. Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient time for thorough deep cleaning of rooms and shall provide evidence of deep cleaning done at intervals Hand gloves shall be cleaned and disinfected between rooms.		
	Where applicable, air conditioning and ventilation system shall be cleaned weekly. Turn down services shall be restricted to facilitate minimum contact. The guestroom attendants shall be well trained and there shall be documented evidence of daily cleaning. The facility shall have specialized cleaning equipment and environmental friendly detergents		
	45	90	135
3.2.3 Guest bed size	100 cm X 190 cm (3x6ft) for single bed and 150 cm x 190 cm(5x6ft) for double bed	100 cm X 190 cm (3x6ft) for single bed and 190 cm x 190 cm(6x6ft) for double bed	120 cm X 190 cm (4x6ft) for single bed, 190 cm x 190 cm(6x6ft) for double and some rooms with beds of at least 210cm in length
	5	10	15
3.2.4 Bedding Requirements &	Bedding shall be white and of good quality cotton or linen fabric with a thread count of 150 gsm. Every	Same as for 1 Star but shall be of high quality and have a	Same as for 2 Star but shall have provision for a stock sheet and have a

Quality	bed shall have appropriate size of bed sheets, which can be tucked in. All beds shall have under blankets, two bed sheets and top blanket /duvet with at least two pillows, mechanism for mosquito control where necessary, and appropriate curtains and upholstery. Linen shall be changed after every two days and with every new guest or at the convenience of the guests. Shall have provision 3 par stock bed linen.	thread count of 180 gsm	thread count of 200 gsm.
	30	60	90
3.2.5 Guestroom Décor	Shall be of good quality, conforming to the social and cultural environment, with harmony of colors and well maintained.	Same as for 1 Star but shall be stylish and unique.	Same as for 2 Star but shall be consistent with the color scheme and in harmony with the facility's theme.
	15	30	45
3.2.6 Window coverings	Appropriate curtains shall be provided with a ratio of 1:2 ½.Amaximum allowance of 5 cms above the floor in harmonized colour scheme. Sheers and opaque curtains at a ratio of 1:2 ½ (window–curtain ratio) with a maximum allowance of 5 cms above the floor in harmonized colour scheme.	Same as for 1 Star but shall be of good quality.	Same as for 2 Star but shall be fully lined with ample drape and width be of very good quality.
	20	40	60
3.2.7 Mirrors	There shall be provision for full length mirror with direct lighting	Same as for 1 Star but with a dressing mirror.	Same as for 2 Star but shall have high quality frame and mirror lighting. appropriate dressing table and chair.
	20	40	60
3.2.8 Guest room lighting	There shall be adequate natural lighting, the window space shall not be less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside	Same as for 1 star but shall be portable or other light fixtures suitable for a study table shall be provided. International multi-	Same as for 2 Star but with additional quality light fixtures over the dressing table ~~mirror.~~

	switch and emergency lighting shall be provided. Light switch shall be located by the door entrance.	power point/plug adaptor shall be made available on request.	
	40	80	120
3.2.9 Guest room Temperature Control	All guestrooms shall have natural and/or artificial adequate ventilation in the room. Heating and cooling system that are eco-friendly and that can individually be controlled by the guests to their comfort levels.	Same as for 1 star. Heating and cooling system shall be of good quality and well maintained.	Same as for 2 star but shall be of very good quality and include an efficient mechanical extraction system.
	25	50	75
3.2.10 Furniture and Fittings	All room shall have appropriate furniture and fittings which are functional and of good quality. Mattress shall not be less than 15 cms thick with two matching pillows.	Same as for 1 star with a study table and a suitable chair.	Same as for 2 star but shall have at least two chairs and/ or one couch provided.
	35	70	105
3.2.11 Wardrobe & Luggage Storage	There shall be provision for adequate in- built/or standalone wardrobe to accommodate full length clothing with at least 6 hangers and a shoe rack.	Same as for 1 star but with provision for a minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets.	Same as for 2 star but with excellent level of drawer or shelf and provision for male and female hangers.an additional luggage stand per room.
	25	50	75
3.2.12 Guest information services	There shall be provision of information in the guest bed room. Literature covering services & recreation activities, internal telephone directory, telephone tariffs, menus, documented emergency and fire exit procedures (plan mounted at the back of every guest room door) among others, shall be provided. Special notices regarding the facility lien and liabilities	Same as for 1 star. But the quality of the materials used shall be good. Information shall be in any other internationally recognized language.	Same as for 2 star but bwith comprehensive guest information directory In addition guest information shall be available digitally .

	shall be well displayed. All information shall be provided in Kiswahili/English/French Guest health, safety and hygiene information shall be prompt, clear, accurate and consistent.		
	35	70	105
3.2.13 Guestroom Designation	Guestrooms shall be numbered, lettered or otherwise designated with clear signage.	Same as for 1 Star but of good quality.	Same as for 2 Star but in very good quality fittings.
	15	30	45
3.2.14 Guest room supplies	Essential guest supplies shall be provided for guest comfort, In addition shall provide hygiene kit to guests as part of in-room amenity during their stay. Shall be according to the number of guests in a room.	Same as for 1 star but all items shall be of good quality.	Same as for 2 star but be professionally branded with emphasis on environmental sustainability and of excellent quality. Should be adequate in supply .
	25	50	75
3.2.15 Communication service in Rooms	An electric bell, light signal or telephone with extensions provided in all parts of the facility connected to the main telephone exchange shall be availed.	Same as for 1 Star But in addition, high speed *wi-fi* connectivity shall be provided.	Same as for 2 Star but in addition, the following shall be provided: - Internal telephones which can be connected to external network, through the facility switchboard, or direct dial.
	Telephone shall have an emergency call button or speed dial number A bell, light signal or telephone should be provided in every room for internal communication ,internet should be available in public areas.		Computer data points/hot spots
	20	40	60
3.3 GUEST BATHROOMS			
3.3.1 Guest Bathrooms	Bathroom/WC of not less than 3.5 sq. m.	Bathroom/WC of not less than 4sq. m.	Bathroom/WC of not less than 5 sq. m.

size			
	5	10	15
3.3.2 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided	Same as for 1 Star but with towel thread count of 400 gsm. Same as for One Star but of bigger size and better quality including a face towel.	Same as for 2 Star but with towel thread count of 450 gsm. and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe. Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe.
	25	50	75
3.3.4 Bathrooms Amenities and fittings	All bath rooms shall be en-suite to each guestroom, equipped with essential bathroom amenities.	Same as for 1 star but fitted with a large mirror and have shower cubicle/ bathtub with a mixer.	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver
	Telephone shall have an emergency call button or speed dial number A bell, light signal or telephone should be provided in every room for internal communication, internet should be available in public areas.		Computer data points/hot spots
	20	40	60
3.3 GUEST BATHROOMS			
3.3.1 Guest Bathrooms size	Bathroom/WC of not less than 3.5 sq. m.	Bathroom/WC of not less than 4sq. m.	Bathroom/WC of not less than 5 sq. m.
	5	10	15
3.3.2 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided	Same as for 1 Star but with towel thread count of 400 gsm. Same as for One Star but of bigger size and better quality including a face towel.	Same as for 2 Star but with towel thread count of 450 gsm. and of better quality, shall include a minimum set of a face towel, hand towel and a bathrobe. Same as for Two Star but of higher quality and should include a wide variety in size, including a

			bathrobe.
	25	50	75
3.3.4 Bathrooms Amenities and fittings	All bath rooms shall be en-suite to each guestroom, equipped with essential bathroom amenities.	Same as for 1 star but fitted with a large mirror and have shower cubicle/ bathtub with a mixer.	Same as for 2 star but with toiletry tray, shaving mirror, hair drier available on request, conveniently located shaver
	Arabic shower and or bidet shall be provided. In addition, shall have a vanity kit.		point with voltage indicated, a magnifying mirror, telephone shower and mechanical air extractor shall be installed.
	40	80	120
3.4 KITCHEN			
3.4.1 Kitchen Size	Area including food stores and pantry shall be in proportion to the capacity of the facility, but the minimum size shall not be less than 0.5 sq. m. per guest bed.	Same as for 1 Star but the minimum size shall not be less than 0.6 sq. m	Same as for 2 Star but the minimum size shall not be less than 0.65 sq. m. per guest bed.
	10	20	30
3.4.2 Relation to Restaurant – Merge with 3.4.3 Relation to Restaurant and Flow of food service	Shall be conveniently located in relation to the restaurant /dining area, to facilitate service efficiency.	Same as for 1 Star. But if kitchen is on another floor, separate food lifts should be provided	Same as for 2 star but with added provision for enhancement of service efficiency. Mechanisms for transmitting guest order information.
	15	30	45
3.4.3 Flow of food service	There shall be two independent access ways to facilitate one-way movement between the preparation area and the restaurant/ dining room.	Same as for 1 Star.	Same as for 2 Star.
	10	20	30
3.4.4 Organization of the Kitchen	There shall be provision for visible segregation and labelling in terms of work stations/ work tops.	Same as for 1 Star but with different and appropriate working areas.	Same as for 2 Star but with partitioning and sections that are clearly labelled.
	15	30	45
3.4.5 Kitchen worktops and equipment	Work tops shall be adequate, of non- rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning	Same as for 1 Star but with appropriate equipment for each section which shall be handled hygienically.	Same as for 2 Star, but surfaces made of stainless steel. In addition, shall be of very

	and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized and dried and properly stored.	In addition, shall be of good quality.	good quality.
	Chopping boards shall be colour coded and knives specific for different functions to avoid cross contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use. Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition.		
	55	110	165
3.4.6 Hand wash Basin	There shall be provision for hygienically operated hand wash basins that are	Same as for 1 Star. But with good quality	Same as for 2 Star. But with very good quality

	adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non- perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.	fittings	fittings
	15	30	45
3.4.7 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored and prepared.	Same as for 1 Star but the light fittings shall be of better quality.	Same as for 2 Star but light fittings shall be of very good quality and functional. Emphasis on renewable energy.
	25	50	75
3.4.8 Regulation of temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided. Kitchen hoods shall be regularly cleaned and records kept.	Same as 1 Star but with mechanisms to regulate temperature in different sections of the Kitchen.	Same as for 2 Star. But the fittings shall be of very good quality.
	20	40	60
3.4.9 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap with clear inspection points. All drains shall be maintained in good working condition at all times. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.	Same as for 1 Star but the grease trap mechanism used shall be environmental friendly	Same as for 2 Star but with innovative approaches to management of sewerage systems that are geared towards enhancing efficiency.

	30	60	90
3.4.10 Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non-slip impervious materials and the floor and wall junctions shall be coved.	Same as for 1 star but shall be of good quality materials and finish	Same as for 2 star but of very good quality materials and finish
	20	40	60
3.5 FOOD SAFETY & HYGIENE			
3.5.1 Food Hygiene Policy & Procedure	The facility shall comply with existing food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train staff regularly on food safety and hygiene and keep record of staff training.	Same as for 1 Star but in addition shall document and implement procedures related to various functions related to food safety and hygiene.	Same as for 2 star but shall also have an internationally recognized certification in food safety and hygiene,evidence of regular monitoring and evaluation of implementation and progress.
	35	70	105
3.5.2 Food Safety and Quality	Food shall be prepared as per the recipes, well presented and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination. Food items shall be labelled a ingredients indicated.	Same as for 1 star. But food shall be properly packag and sealed.	Same as for 2 star but the ingredients used shall ensure quality meals and presentation. Consideration given to providing healthy eating options. Additionally, food traceability sh be evidenced.
	60	120	180
3.5.3 Food equipment	Shall have appropriate equipment for different types of food preparation areas.	Same as for 1 star but the equipment shall be of good quality	Same as for 2 star but with wider variety of equipment.

		and easy to clean.	
	20	40	60
3.5.4 Food Supplies		Same as 1 star but with a supplies policy and plan in place. In addition, have evidence of an inventory of the suppliers and supplied items.	Same as 2 star but with an automated system and qualified personnel in place to update and manage stores.
	70	140	210
3.5.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items.	Same as 1 star but in addition all food shall be kept in the right temperature and proper records of the same be kept.	Same as 2 star but in addition shall have interlinked stores management system.
	Food items shall be stored in a clean and well-maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. In addition, FIFO concept in stock rotation shall apply.		
	60	120	180
3.6 RESTAURANTS			
3.6.1	Total seating capacity shall	Total seating capacity	Total seating capacity shall

Restaurant capacity	be at least 30% of the bed capacity.	shall be at least 40% of the bed capacity.	be at least 50% of the bed capacity.
	5	10	15
3.6.2 Features and Facilities	There shall be provision for at least one restaurant, well furnished, ventilated, lit and maintained. Shall have adequate seating capacity in relation to bed capacity and free movement of guest.	Same as for 1 star but with emphasis on efficient flow of services.	Same as for 2 Star but with at least two (2) restaurants and a coffee shop.
	Shall have a designated smoking room/area in accordance with local regulations.		
	30	60	90
3.6.3 Furniture, Equipment and Accessories	There shall be provision for adequate, functional, comfortable, clean, appropriate furniture and take into consideration the needs of Children and Persons with disabilities.	Same as for 1 Star but all shall be of good quality.	Same as for 2 Star but all shall be of very good quality and in harmony with the Motel's theme.
	20	40	60
3.6.4 Interior Décor	Shall be modest, functional, with harmony of colors.	Same as for 1 Star but shall be stylish and of good quality finish.	Same as for 2 Star but of wider range, very good quality and comfort.
	15	30	45
3.6.5 Floor, Walls and Ceilings	Finishing materials and fittings used shall be appropriate, easy to clean and well maintained.	Same as for 1 Star but with attention to detail, aesthetics and shall be of good quality.	Same as for 2 Star but of very good quality materials and workmanship.
	15	30	45
3.6.6 Lighting	There shall be adequate, natural and/or Functional artificial lighting to enhance illumination. Light fittings shall be properly insulated.	Same as for 1 Star but the light fittings shall be of good quality.	Same as for 2 Star but shall be tasteful and provide a pleasant ambience and of very good quality.
	15	30	45
3.6.7 Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 1 Star but fitting and fixtures shall be of good quality.	Same as for 2 Star but with very good quality fixtures and fittings.

	10	20	30
3.6.8 Service Stations	Shall be well appointed and the number proportional to seating capacity of the restaurant.	Same as for 1 Star but of appropriate design with provision for drawers, lockers and shelves.	Same as for 2 Star but in addition shall be of very good quality and adequately stocked.
	15	30	45
3.7 MEALS			
3.7.1 Breakfast timing, menu and cuisine.	Hours of breakfast shall be from 6.00am to 10.00 am. Breakfast menu shall provide a wide variety of cuisine and dietary requirements.	Same as for 1 star but with at least three (3) course breakfast service provided.	Same as for 2 star but with at least four (4) course breakfast service provided.
	15	30	45
3.7.2 Menu	A Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage list. Menus presentation shall be provided in any form (electronic, digital, on fixed boards or laminated menu folder that can be cleaned and sanitized).	Same as for 1 Star but with better quality presentation and choice	Same as for 2 Star but with at least a four (4) course menu and a wider selection of dishes and beverages. In addition, the menu shall be appropriately branded.
	25	50	75
3.7.3 Full-Service Lunch and Dinner	Lunch and dinner shall be served at specific times, according to market need, and clearly advertised. All foods shall be well-presented and served at the correct temperature. There shall be at least three (3) courses available. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled and shall have allergen disclaimers. Where provided, self-service buffets shall be laid out and operated in practical and customer friendly manner and buffets replenished on a	Same as for 1 Star but shall offer at least four (4) courses. Staff shall demonstrate high levels of food, beverage and wine product knowledge and service skills	Same as for 2 Star but shall offer at least five (5) courses. A choice of substantial hot and cold dishes. In addition, food on display shall be labelled with appropriate nutritional information. Staff shall demonstrate proactive service, anticipating customer requirements.

	regular basis.		
	50	100	150
3.7.4 Light Refreshments, Snacks & Teas	There shall be hot and cold drinks available to guests in the public area at specified times.	Same as for 1 star but in addition snacks shall be provided.	Same as for 2 star but in addition an assortment of snacks shall be provided.
	60	120	180
3.7.5 Room Service	There shall be provision for room service on request during operating hours with SOP's in place.	Same as for 1 star but in addition room service menu be made available.	Same as for 2 star in addition a mini bar available and stocked on request. Room service should be available at least for 18hrs
	15	30	45
3.7.6 Styles of Service	There shall be provision for African service and any other 2 styles of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 1 star but shall have 3 styles of service.	Same as for 2 Star but shall have 4 styles of service.
	15	30	45
3.7.7 Range of Dishes/ Cusines	Two courses available. The main course shall be a substantial hot dish.	Same as for 1 star but with quality presentation and display.	Three courses available. A choice of substantial hot and cold dishes
	10	20	30
3..7.8 Crockery, Cutlery Glassware and accessories	Stocks shall be adequate at least at a ratio of 1:2 and shall be appropriate for service of different meals and shall be of good quality and design	Same as for 1 Star but shall have appropriate storage and display.	Same as for 2 Star but shall be of high quality in design and finish
	15	30	45
3.8 BEVERAGE SERVICE			
3.8.1 Beverage Service Area (BSA)	There shall be provision for beverage service facilities, dispensing and storage areas conveniently located near the dining room and	Same as for 1 Star but the beverage service area (BSA) shall not be part of the restaurant. It shall be spacious with good ambience.	Same as for 2 Star but with at least two (2) BSA, artistically designed and more spacious with better ambiance. In addition, shall have facilities to
	/or lounge. It shall be fitted with a sink which has hot and cold running water Shall have seating space allowing free movement and comfort	The lighting and temperature control fittings and fixtures shall be of good	prepare for non-stocked refreshments. Furniture and equipment shall be of very high quality, offering

	of guest. Furniture and equipment shall be adequate, functional, comfortable, clean, appropriate, ofgood quality and taking into consideration the needs of Persons with disabilities. Essential and appropriate BSA equipment shall be provided. There shall be adequate natural and/or artificial illumination, ventilation and temperature that can be controlled. There shall be a designated smoking room/area outside the BSA/restaurant in accordance with local regulations.	quality.	greater comfort. The lighting and temperature control fittings and fixtures shall be of very good quality. The light fittings shall be tasteful and provide a pleasant ambience.
	55	110	165
3.8.2 Alcoholic and/or Non- alcoholic Beverage Service	There shall be a wide selection of nonalcoholic and alcoholic beverages - wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and nonalcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned. Appropriate warning signs shall be prominently displayed.	Same as for 1 star but with an elaborate and professional display and storage of the beverage drinks and a stock sheet of glassware available. In addition, shall have beverage dispenser (lobby or floor) area.	Same as for 2 star but with a wide selection of quality beverage drinks. In addition, appropriate equipment and devices shall be available for efficient beverage service. Staff shall be competent in mixology and alcoholic beverage service. In addition, Coffee shop /open garden accessible at least 14/hours a day shall be available.
	50	100	150
3.8.3 Menu Presentation	There shall be priced menu in card, electronic or digital formats available with a modest selection of drinks and snacks, cigars and	Same as for 1 star but with quality presentation and choice.	Same as for 2 star but with a wider selection of local and international drinks.

	cigarettes.		
	25	50	75
3.9 GUEST AUXILIARY SERVICES			
3.9.1 Laundry services	There shall be provision for washing and ironing of linen and guest clothes with proper storage facilities. Non-plastic laundry bags for collection of dirty cloths shall be provided. Personal protective equipment (PPE) for staff shall be provided. Ensure use of environmentally friendly detergents/cleaning agents. Safety rules and emergency contacts shall be displayed at strategic points.	Same as for 1 star but shall have a laundry list available.	Same as for 2 star but with appropriate washing and ironing equipment.24 hour return laundry services and provision of dry cleaning services.
	60	120	180
3.9.2 Baby Care Services and a lactation room	There shall be provision for baby care services and a lactation room	Same as for 1 Star. But with basic baby-sitting facilities and equipment.	Same as for 2 star but with baby- sitting facilities and services.
	10	20	45
3.9.3 Transport and Car Wash Services	Transport and Car wash services shall be available on call	Same as for 1 star But in addition shall have outsourced transport services.	There shall be appointed transport services by the facility. In addition, car wash services shall be provided on request
	25	50	75
3.9.4 Shoe Shine Services	Provision for shoe shining service shall be made available on request	Same as for 1 star	Same as for 2 star. Provision shall be made for a shoe shining facility at the reception
	5	10	15
3.9.5 Shopping facilities	There shall be a shopping facility within reach of the establishment.	Same as for 1 star but shall have a convenience shop moderately stocked within the establishment	Same as for 2 star but the shop shall be well stocked with souvenirs and convenience items
	10	20	30
4.0 SAFETY & SECURITY			
4.1	Shall ensure the facility has a	Same as for 1 Star but with well	Same as for 2 Star but shall provide evidence of

Safety and Security	documented security policy. Adequate arrangements, including a functional alarm system, as well as properly trained and equipped personnel should be in place.	documented Emergency Response Procedures.	collaboration with other relevant security agencies.
	45	90	135
4.2 Access Control	There shall be manned entrances and exits 24-hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Vehicle screening shall be done and proper records maintained,	Same as for 1 Star but with access barriers.	Same as for 2 Star but with staff and guests' movement control within the premises.
	50	100	150
4.3 Guest screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording. Shall ensure that all guests and joiners registration is done with original official identification documents.	Same as for 1 Star but with vehicle scanner (Where applicable). Walkthrough Metal Detectors	Same as for 2 Star but with Walkthrough Metal Detectors. with luggage and vehicle scanner (Where applicable).
	30	60	90
4.4 CCTV Surveillance	Avaliability of CCTV Cameras at entry points, reception, perimeter and public areas manned at all times.	Same as for 1 Star but shall have a control room with a secured entrance door and trained personnel monitoring 24/7. The control room shall be properly ventilated and well	Same as for 2 Star but the information captured shall be stored for at least 2 months.

		lit.	
	35	70	105
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks\locking system, providing maximum privacy and security.	Same as for1 Star, but with higher quality fittings with provision for double locking system and door lens\peep. The door lens \peep shall be fitted at appropriate height.	Shall have basic electronic access control (key cards) to the rooms.
	35	70	105
4.6 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided.	Same as for1 Star. But fixtures and fittings shall be of good quality.	Same as for 2 Star but equipment shall be specialized and efficient for firefighting and fire protection.
	Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team and records of fire drills kept. There shall be a store for all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws.		
	55	110	165

4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have backup power system covering all public areas for at least 8 hours.	Same as for1 Star. But shall have a backup power system covering all public areas for at least 12 hours.	Same as for 2 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.
	20	40	60
4.8 Emergency Medical Support	Well stocked First Aid Kits shall be provided in strategic locations and accident-prone areas with at leastone staff beingwelltrained in basic first aid application techniques.	Same as for 1 Star. But shall have staff trained in first aid in all sections.	Same as for 2 Star but with a registered Clinical officer/ Nurse/ Doctor on call.
	15	30	45
4.9 Electrical Safety	All electrical installations shall be well maintained in	Same as for 1 Star.	Same as for 2 Star but with very good quality materials, fittings and
	accordance with applicable national electrical safety laws.	But with good quality materials, fittings and workmanship.	workmanship.
	10	20	30
5.0 WELLNESS AND RECREATION SERVICES			
5.1 Swimming Pool size	Optional	Optional	Swimming pool shall not be less than forty (40) square meters.
	5	10	15
5.2 Swimming Pool Services & Related Facilities	Optional	Optional	a swimming pool shall be provided and well maintained to ensure safety of swimmers. The pool shall have as minimum: - Treatment room and filtration plant with treatment records kept. Clearly displayed Pool Rules. Pool surround deck/area with non- slip surface. Pool furniture. Separate changing rooms for men and women. A separate pool/area for children shall be provided.

			Clear markings to indicate depth at different points. Suitably trained, certified and equipped attendants and life savers. Shall have 'no diving signage' Shall maintain a record of sensitization on healthy swimming habits. Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with pH
			range of 6.8 -7.4'. Shall have telephone access within close proximity with emergency numbers clearly indicated. but with CCTV Coverage in the public pool area
	90	180	270
5.3 Entertainment and Recreation	Some form of entertainment and recreation shall be provided.	Same as for 1 star But with a variety of forms of entertainment and recreational activities provided.	Same as for 2 star but with properly organized and scheduled entertainment and recreational activities.
	15	30	45
6.0 HUMAN RESOURCES AND STAFF FACILITIES			
6.1 Management Skills & Competencies	The facility shall be under the management of a suitably trained person and holder of at least a diploma or equivalent qualification in Motel hospitality management from a recognized institution with a relevant experience of at least one year.	Same as for 1 Star but shall be under the supervision of a competent and experienced in Motel management, assisted by one or more persons with similar training.	Same as for 2 star but the facility shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 2 years.
	20	40	60
6.2 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory	Same as for 1 Star but the proportion of professionally certified staff shall be at least 60%	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%

	services for guests, at all times. At least 50% of the staff shall possess certified qualifications from recognized institutions.		
	10	20	30
6.3 Departmental Heads	Depending on the size and organizational structure of the facility, there shall be at least one suitably qualified and experienced person to assist in the day-to-day operations in each department.	Same as for1 Star But there shall be at least two suitably qualified and experienced persons to assist in the day-to-day operations in each department.	Same as for 2 Star but each department shall be under the supervision of a person or persons with appropriate training from a recognized institution and experienced to maintain very good service for guests, at all times.with duty manager
	15	30	45
6.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying but not limited to the organizational structure Terms and conditions of service, statutory benefits and Training programs, clear succession plan, career guidance and development	Same as for 1 Star But shall have both internal and external programs and evidence of implementation.	Same as for 2 Star but each department shall have their own customized training programs. Human Resource Management department
	35	70	105
6.5 Staff Development Programs	There shall be provision for internal and external training programs. Training shall be continuous and cover relevant topic and emerging issues.	Same as for 1 Star but with scheduled training, a designated training room for in-house training programs.	Same as for 2 Star with the addition of an external training program. Comprehensive in-house training programs shall be in place and exchange programs
	25	50	75
6.6 StaffGrooming and Professional etiquette	A staff grooming policy shall be in place. Staff shall be properly uniformed with name tags at all times, indicating their designation.	Same as for1 Star but staff shall have different uniforms for the different departments.	Same as for 2 Star but staff shall display high professional etiquette.
	Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained on professional		

	etiquette. Staff working in high-risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.		
	35	70	105
6.7 Staff Incentives	There shall be a well-documented staff incentive program that recognizes and rewards performance of all staff at least annually.	Same as for 1 Star but staff recognition shall be at least bi-annual.	Same as for 2 Star but in addition, the Motel shall annually undertake staff satisfaction evaluation for the purpose of continuous improvement
	30	60	90
6.8 Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided.	Same as for 1 Star but with provision for recreational facilities.	Same as for 2 Star but in addition, indoor and outdoor entertainment shall be provided.
	20	40	60
6.9 Staff Welfare Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities.	Same as for 1 Star but the facilities shall be of high quality and standards.	Same as for 2 Star but in addition there shall be a wider variety of facilities proportionate to the facility.
	Provision of Staff dining facilities which shall be of adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff		

	transport vehicles shall adhere to safety and hygiene practices.		
	50	100	150
7.0 GUEST SATISFACTION & EXPERIENCE			
7.1 Guest Information and Inquiries.	There shall be provision for written information material on services provided by the facility.	Same as for 1 Star but with elaborate information on the facility details and services provided in the guest information pack in guestroom and electronically at the reception and public areas.	Same as for 2 Star but in addition, information shall be offered electronically in guestrooms.
	15	30	45
7.2 Social Media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience.	Same as for 1 Star but with evidence of presence in at least two forms of social media platforms and a report on guests' comments.	Same as for 2 Star but shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback.
	35	70	105
7.3 Complaints Handling	There shall be evidence of compliance to national consumer protection laws. In addition, there shall be procedure for complaint	Same as for 1 Star but with an assigned guest relations staff.	Same as for 2 Star but shall have evidence of management decision making on complaints received.
	handling and records of the action taken on the same and SOP at departmental level		
	25	50	75
7.4 Recognition Awards	Presence of at least one Award issued by a reputable and relevant national institution in the preceding five years.	Same as for 1 Star Presence of at least two Awards issued by a reputable and relevant national institution in the preceding five years.	Presence of at least one Award issued by a reputable and relevant regional or international institution in the preceding five years.
	20	40	60

7. CRITERIA FOR RESTAURANTS

SCORE FOR RESTAURANTS

1. To qualify for Three Star grading, a Restaurant must score 50% of the overall total maximum scores in Restaurant Criteria, and score a minimum of 60% in Guest Service Section.
2. To qualify for Four Star grading, a Restaurant must score at least 66% of the overall total maximum scores in Restaurants Criteria, and a minimum of 60% in each section.
3. To qualify for Five Star grading, a Restaurant must score at least 80% of the overall total maximum scores in Restaurants Criteria, and score a minimum of 70% in each section, and 85% in Guest Service section. Additionally, must be HACCP Certified.

1. SCOPE

1.1 This standard prescribes requirements for Physical quality features, Guest services, Safety & security, Health & recreational services, Staff services & facilities and Guest satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to restaurants situated within or in close proximity to the main attraction of the area.

2. Definitions:

Restaurant is a stand-alone commercial food and beverage establishment with at least 50 pax sitting capacity offering an extensive range of specialized or non-specialized cuisines, where refreshments and/ or meals are served, on a flexible or non-flexible time arrangement.

A la carte – *means a menu offered in a restaurant with dishes that are separated and individually priced for each course.*

Buffet Service – Where unpackaged prepared food is displayed or served to attendees from the counters/ tables

Carvery Service – Where cooked meat is sliced to order for each customer, then served with vegetables and side dishes.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Desludging – means the process of removing sediments by draining and cleaning a tank.

Façade – means the front exterior part of the restaurant that is observable by the guest from the entrance.

Foyer - means an entrance hall or other open area in a building used by the public such as a lobby.

Full Service – Offering a full range of meal services (comprehensive)by a business.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the restaurant by use mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the restaurant together in order to work as Three entity.

Landscaping - means the planning and designing of a place.

Mixology – *means the skill of mixing cocktails and other drinks.*

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic *machine* that is used to quickly process debit and credit *cards payments.*

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

Permissible sound – means the allowable level of sound that can be exposed to

the human area at particular situations.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated – means to combine a portion of the different automated functions under specific sections of the restaurant together in order to work as Three entity

Silver Service – A method of food service at a table by waiters serving dishes to guests always from the left hand

Social media -

Sommelier –means a trained and knowledgeable wine professional, normally working in fine restaurants, who specializes in all aspects of wine service as well as wine and food pairing.

Suitable – means right or appropriate for a particular purpose

Table d'hôte – *means a menu consisting of a fixed number of already prepared dishes that are at a fixed price.*

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

ACRONYMS

a) BSA – Beverage Service Area
b) CSR - Corporate Social Responsibility
c) FIFO – first in first out
d) HACCP – Hazard Analysis and Critical Control Point
e) LAN – Local Area Network
f) MOAs - Memorandum of Agreements
g) PPE –Personal Protection Equipment
h) PWD – Persons with Disabilities
i) SOP – Standards Operating Procedures
j) UN – United Nations
k) WAN – Wide Area Network
l) WHO – World Health Organization

Requirements: The following shall be the requirements for a Restaurant			
SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR
1.0 PHYSICAL QUALITY FEATURES			
1.1 LOCATION ACCESS			
1.1.1 Location & Accessibility	The location shall be suitable for a restaurant with easy accessibility and proper signage. In addition, shall be safe, comfortable and offers tranquility.	Same as for Three Star but with an appeal to high end clientele with distinct accessibility and shall have an online presence to enhance accessibility.	Same as for four Star and in addition should be in an exclusive and upmarket area
	60	80	100
1.1.2 Site Suitability	The facility shall be in harmony with the natural and/or built up environment and in conformity with the building, environmental and development regulations applicable to the locality.	Same as for Three Star but with additional efforts to enhance the aesthetics of the site.	Same as four Star but the locality and the environment including the outlook shall appeal to high end clientele and suitable for a restaurant of recognizable standards
	60	80	100
1.1.3 Autonomy of Building	The restaurant can be annexed to other buildings	The restaurant shall be at least semi-autonomous	The restaurant shall be autonomous and secured in its own compound.
	15	20	25
1.1.4 Entrance and Exits	There shall be separate and independent access points for the guests and other staff and for deliveries.	Same as for 3 Star but with provision for pedestrian access and shall be in line with the facility theme	Same as for 4 Star but with strict control. Additionally, a distinction of vehicular and pedestrian entrances shall be in place.
	60	80	100
1.1.5 Provision for the Persons with Disabilities	The building shall have accessible entrance for PWD's of non-slip- textured / roughened finishes, firm and even route/ ramp & stairways with handrails. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no	Same as for 3 Star but with an evacuation chair. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas.	Same as for 4 Star but in addition shall have specially designed furniture for PWDs.

	less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Shall have at least one specially designed public washroom, guestroom and provision for access to other facilities for the PWDs. In addition, provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service.		
	285	380	475
1.2 BUILDING ARCHITECTURAL FEATURES			
1.2.1 Design and Architectural features	In conformity with the Building Code and other existing building country regulations, modest in style and beauty, structurally sound, allowing efficient flow of operation and	Same as for 3 Star but shall have a design theme with elegant, unique and distinctive features.	Same as for 4 Star but its finish shall be of exceptional quality in design and décor. In addition, the building shall be autonomous.
	services and in harmony with the physical built up, natural, social and Cultural environment.		
	75	100	125
1.2.2 Landscaping	Some landscaping shall be done where space allows.	Same as for Three Star but tastefully done.	Same as for Four Star but with high level of creativity and innovation.
	45	60	75
1.3 PUBLIC AREAS			
1.3.1 Parking Area	There shall be provision for adequate parking space in close proximity to the facility. with provision for parking tags/passes and defined parking routes for vehicles. The parking space shall be well paved and marked. In addition, special parking and access next to the entrance for PWDs shall be provided. Shall have disclaimer signage and well-marked	Same as for 3 Star but in addition shall have reserved parking for restaurant guests.	Same as for 4 Star but with provision for specific parking for the restaurant guests. In addition, shall have adequate security and CCTV coverage

	demarcations		
	60	80	100
1.3.2 Function Area(s)	Facilities shall be provided for private functions.	Same as for Three Star but shall be separate from the dining area, separate meeting room/lounge should be provided	Same as for Four Star but shall be exclusive and enclosed with appropriate furnishing. In addition, shall have a provision for exclusive private dining
	45	60	75
1.3.3 Reception Area/Lounge	There should be a least a reception area/desk where guest are ushered in are guided to their tables. The area shall have sufficient space to allow ease of movement and service in accordance with existing national regulations. A communication system connected to all areas of the facility and an emergency notification system shall be available.	Same as for 3 Star but with a Reservation desk. The sitting area shall be more elaborately furnished providing bitings. There shall be a clear view of the restaurant entrance. The facility shall promote digital communication/ automation. There shall be a hand washing facility with running water and soap or approved hand sanitizer at the entrance/ exit of the outlet and other strategic location proportional to the size of the facility, which shall be hygienically operated.	Same as for 4 Star but there shall be provision for a host/hostess to direct the guests into the sitting area. There shall be a provision for coat hanging area. Processes that focus on enhanced sanitation and frequent disinfection shall be implemented. There shall be prompt, clear, accurate, consistent and enhanced communication with customers on new health and safety measures both digitally and physically placed at strategic points
	135	180	225
1.3.4 Public Washrooms	There shall be provision for public washroom with gender segregation Good impervious non-slip material shall be used for floors and walls. Wall covering materials that are easy to clean shall be used and reach a	Same as for 3 Star But the materials used shall be of excellent quality.in addition fresh flowers or indoor plants shall be	Same as for 4 Star but in addition a well equipped powder space shall be provided. but in addition a well equipped powder room/dressing table should be provided.
	minimum height of 1½ meters from the floor. Cloakrooms shall be conveniently located near public areas, properly ventilated, well lit, clean, sanitized, functional, gender segregated and properly secured at all times with adequate amenities. Shall	provided.	

	have hooks and hangers at the back of the door. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, hand washing soap/foam and hygienic means of hand drying. The entrance to the cloakroom from adjacent rooms should have air locks and air extractor fan		
	210	280	350
	or behind the toilet, operable from the transfer space, with ease. The basin shall be set at a height of 800mm, measured from the floor to the top of the basin with space under the basin of a minimum of 720mm measured from the floor to the underneath of the basin. All taps shall be lever operated. The soap dispenser, hand dryer and toilet-paper holder shall be easily accessible for use while seated.		
	90	120	150
1.3.6 Lighting and Ventilation	The facility shall have provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Lighting provided in the public areas and outdoor areas shall be eco-friendly.	Same as for 3 Star But with good quality fixtures and fittings.	Same as for 4 Star but with a creative design to optimize natural lighting, ventilation and temperature control. to provide a pleasant ambiance. In addition, there shall be provision for dimming lights.
	45	60	75
1.3.7 Furniture & Equipment	Shall be adequate, appropriate, functional, and comfortable furniture	Same as for 3 star but of superior quality. In addition, there shall be provision for baby chairs.	Same as for 4 star but with luxurious and elegant quality
	45	60	75

1.3.8 Floors, walls, ceilings and Decor	Floor, wall and ceiling material used shall be appropriate and specific to the areas of use, durable, impervious, easy to clean and maintain. They shall of very good quality materials and finish. Floors shall be free from slip, trip or fall hazards.	Same as for 3 star with excellent quality materials ,fittings, workmanship and finish.	Same as for 4 star but with materials and finish of exceptional quality.
	45	60	75
2.0 SUSTAINABILITY QUALITY STANDARDS			
2.1. Environmental Architectural Features	The architectural features shall incorporate eco-friendly technologies including the alignment / layout of buildings to maximize use of natural lighting and ventilation as well as rain water harvesting. In addition, local building materials shall be used. The construction of permanent buildings shall observe the buffer zone limits in accordance with the national policies and laws	Same as for 3 Star but with greater emphasis on harmony with the environment and appeal.	Same as for 4 Star but with emphasis on sophistication, style and aesthetic appeal while maintaining environmental considerations
	60	80	100
2.2 Acoustics/Sound Management	The facility shall comply with the existing policies, regulations and plans on noise management. Permissible sound management features shall be in place for comfort and privacy of guests and neighborhood.	Same as for 3 star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility.
	60	80	100
2.3 Environmental Policy & Plans	The facility shall comply with environmental policies, regulations and plans. In addition, shall have annual environmental control audits in place and in the case of new facilities, an Environmental Impact Assessment shall be in place	Same as for 3 Star but with evidence of implementation and communication. with evidence of sensitization of staff & guests and in addition, the facility shall have Environmental Management systems	Same as for 4 Star but with environmental team in place to coordinate implementation. Shall have evidence of monitoring and evaluation and clear communication plan.

		(EMS)	
	45	60	75
2.4 Solid Waste Management –	Shall have approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to waste management regulations and policies	Same as for 3 Star, but shall have segregation of waste	Same as for 4 Star, but shall have hygienically operated bin. There shall be an integrated solid waste management system. In addition, shall put in place measures to ensure there is, reduction/reduce, re-use and recycle (A3R).
	105	140	175
2.5 Waste Water Management	Shall meet the local health standards and environmental protection regulations. In addition Shall have efficient and effective waste water/ effluent management systems located and constructed in such a way that it prevents contamination of water and food and environmental pollution. In addition, provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable).	Same as for 3 Star but shall have environmental friendly waste water disposal systems.	Same as for 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water.
	75	100	125
2.6 Water Conservation and management	There shall be consistent supply of at least 60 litres potable water per guest per day within the requirements of WHO. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Establish use of alternative sources e.g rain water harvesting. Shall ensure adequate storage capacity to last at	Same as for 3 star but Shall ensure adequate storage capacity to last at least 6 days in case of water supply breakdown. There should be consistent supply of safe water conforming to local and WHO standards.	Same as for 4 star but Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown. In addition embrace innovations in water conservation approaches.

	least 3 days in case of water supply breakdown. In addition, there shall be water quality analysis report.		
	90	120	150
2.7 Energy Conservation	The facility shall have its own energy conservation policy. The facility shall comply with the policies, regulations and plans on energy conservation Efficient and cost effective energy sources shall be used.	Same as for 3 star But shall demonstrate deliberate effort to promote use of clean energy. In addition, evidence of sensitization and promotion on energy conservation measures to staff and guests. Shall have alternative sources of energy as appropriate	Same as for 4 star but In addition, shall have regular energy audits and records kept. in addition the devices and fittings shall be of high quality, tasteful and provide pleasant ambience.
	60	80	100
2.8 Supplies Policy	Shall have a supply chain management policy and procedure in place.	Same as for 3 star but with involvement of host (local) community in purchases	Same as for 4 star but shall have evidence of entrenching green supply chain management system and best practices embrace information technology that supports multi-level decision making in supplies.
	60	80	100
2.9 Corporate Social Responsibility	Shall have at clear community empowerment programs	Same as for 3 star but with a CSR policy, implementation plan and communication strategy in place.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs
	45	60	75
3.0 GUEST SERVICES			
3.1 DINING AREA			
3.1.1Capacity	Shall have a minimum space of 1.5 sq m per person	Shall have a minimum space of 1.75 sq m. per person	Shall have a minimum space of 2 sq m. per person
	15	20	25
3.1.2 Features and Facilities	The dining area shall be well furnished, ventilated, lit and maintained.	Same as for 3 Star but with emphasis on efficient flow of services.	Same as for 4 Star but with exceptionally high quality of furnishing.
	15	60	75

3.1.3 Menu	A Menu with a modest selection of local and international dishes with at least three (3) courses and a beverage list. Menus presentation shall be provided in any form.	Same as for 3 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least four (4) courses and an elaborate beverage list. Menus presentation shall be provided in well designed forms	Same as for 4 Star but with at least a five (5) course menu and a wider selection of dishes and beverages. In addition, the menu shall be appropriately branded. There shall be provision for electronic forms of menu presentation.
	90	120	150
3.1.4 Billing and Mode of Payment	There shall be a point of sale system with at least two acceptable billing and payment modes.	Same as for 3 Star The billing System shall be automated. There shall be provision for cashless modes of payment (mobile money services and a payment card reading process data quickly (PDQ) machines).	Same as for 4 Star In addition, shall offer multi-currency cashless modes of payment
	15	20	25
3.1.5 Style of service	There shall be provision for at least two styles of service. Food service shall be done in a manner that enhances hygiene standards.	Same as for 3 Star but shall have 4 styles of service.	Same as for 4 star but shall have 5 styles of service.
	30	40	50
3.1.6 Service Stations	Shall be a well appointed service station.	Same as for Three Star but of the number of stations shall be proportional to seating capacity of the restaurant.	Same as for Four Star but in addition, shall be of exceptional quality and well stocked with service amenities.
	45	60	75
3.2 FOOD SERVICE			
3.2.1 Service of Meals	There shall be a provision of acceptable standard of service.	Same as for 3 Star but the service shall be professional.	Same as 4 Star but the service shall be personalized.
	45	60	75
3.2.2 Crockery, Cutlery and Glassware	Stocks shall be adequate and appropriate for service of different meals and shall be of very good quality and design	Same as for 3 star but excellent quality and design	Same as for 4 Star. but of exceptional quality in design and finish

	30	40	50
3.3 BEVERAGE SERVICE			
3.3.1. Beverage Service Area	There shall be provision for a dispensing bar.	There shall be a bar with a bar counter.	Same as for 4 Star but with a lounge area.
	45	60	75
3.3.2 Alcoholic and Non-alcoholic drinks	There shall be a wide selection of quality nonalcoholic and alcoholic beverages -wines, spirits and beers. Shall have beverage prices and calibrated measuring devices. Staff shall demonstrate basic knowledge and skills of the range of beverage drinks and their service style. There shall be appropriate range of glassware for the alcoholic and non alcoholic drinks provided. In addition, glassware shall be professionally and hygienically cleaned.	Same as for 3 star but with a wide range of premium international brands with a detailed wine list available. Staff shall be competent in mixology and alcoholic beverage service.	Same as four Star but with an extensive selection of premium international brands and a sommelier. The shall be high quality glassware and various types of glasses for the drinks served.
	150	200	250
3.3.3 Beverage List Presentation	A Beverage list with a modest selection of local and international drinks The presentation of the beverage list shall be provided in any form.	Same as for 3 Star but with superior selection of beverages The beverage list presentation shall be provided in well designed forms	Same as for 4 Star but with a wider selection of beverages. In addition, the beverage list shall be appropriately branded. There shall be provision for electronic forms of beverage presentation.
	45	60	75
3.4 KITCHEN			
3.4.1 Size	Kitchen, food stores and pantry shall be 1/3 sq m per restaurant cover of 100 and above seating capacity and ½ sq m for restaurants of less than 100 persons	Same as for Three Star, but the proportions shall be ½ sq m and 2/3 sq m, respectively.	Same as for Four Star but the proportions shall be 2/3 sq m and 3/4 sq m, respectively.
	15	20	25
3.4.2 Organization of Kitchen	There shall be provision for visible segregation and labelling in terms of workstations/ work tops.	Same as for 3 Star but shall be highly organized and fully departmentalized.	Same as for 4 Star but with independent and self-sufficient departments

	partitioning and sections that are clearly labelled.		
	45	60	75
3.4.3 Flow of Food Service	The kitchen shall be conveniently located in relation to the restaurant /dining area, to facilitate service efficiency. There shall one-way movement between the preparation area and the restaurant/ dining room.	Same as for 3 Star but with a highly efficient and convenient method of conveying food. There shall be two independent access ways to and from the Kitchen	Same as for 4 Star but with service area connected to the kitchen
	30	40	50
3.4.4 Kitchen work tops and equipment	Work tops shall be adequate, of non- rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection. There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized, and dried and properly stored. Chopping boards shall be colour coded and knives specific for different functions to avoid cross	Same as for 3 Star, but of high quality material. Infra-Red thermometers shall be used. Each of the sections shall have sinks with hot and cold water and contamination. Shall have calibrated and certified in cases of thermometers and weighing scales. Disinfectants shall be used to deep clean kitchen area frequently. Worktop shall be demarcated to indicate the physical spacing Shall provide dish washing sinks that are adequate in number and size, easily accessible and fit for their intended use.	Same as for 4 Star but of exceptional quality and with high technology equipment
	165	220	275

3.4.5 Hand Wash Basins	There shall be provision for hygienically operated hand wash basins of good quality that are adequate in number with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, antibacterial hand washing soap/foam and hygienic means of hand drying.	Same as for 3 Star but located at convenient sections in the kitchen with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality fittings.
	60	80	100
3.4.6 Regulation of Temperature	Adequate natural and/or mechanical ventilation shall be provided for conducive working environment. In addition, a safe and efficient natural and /or mechanical fume and smoke extraction system shall be provided.	Same as for 3 Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen	Same as for 4 Star but the fittings shall be of exceptional quality.
	Kitchen hoods shall be regularly cleaned, and records kept. All fittings shall be of very good quality.		
	30	40	50
3.4.7 Lighting	There shall be adequate, natural and/or artificial lighting to enhance illumination. Light fittings shall be properly insulated and be of very good quality. Adequate lighting shall be provided in all areas where food and food ingredients are received, stored, and prepared.	Same as for 3 Star but the fittings shall be of excellent quality.	Same as for 4 Star but with emphasis on renewable energy.
	45	60	75
3.4.8 Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease trap with clear inspection points. All drains shall be maintained in good working condition at all times. In addition, there shall	Same as for 3 Star but with high quality drainage material used. The drainage shall be efficient.	Same as for 4 Star but the grease trap in use shall be of up-to-date technology.

	be water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage.		
	60	80	100
3.5 FOOD SAFETY & HYGIENE			
3.5.Food Hygiene Policy & Procedure	The facility shall comply with existing food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs.	Same as for 3 Star but shall provide evidence of regular monitoring and evaluation of implementation and progress. Shall train staff regularly on food safety and hygiene and keep record of staff training	Same as for 4 Star but shall also be Food Safety Certified with a recognized certification in food safety and hygiene
	75	100	125
3.5.2 Food Safety and Quality	Food shall be prepared as per the recipes, well presented, and served at the correct temperature. Care shall be taken to ensure that food served is freshly prepared. Food items shall be stored, thawed, served and held at the right temperatures. Cooked food shall be reheated only once. There shall be precaution taken when preparing allergen free meals and cooking utensils shall not be mixed up.	Same as for 3 Star but enhanced culinary skills in preparation and presentation. Food items shall be labelled, and ingredients indicated Consideration given to providing healthy eating options.	Same as for 4 Star but in addition innovation shall be demonstrated in the food preparation and service. Shall institute and adopt a Food Safety Management System (FSMS) to prevent food contamination. Additionally, food traceability shall be evidenced
	105	140	175

3.5.3 Food equipment	Shall have appropriate equipment for different types of food preparation areas.	Same as for 3 Star but with highly specialized equipment	Same as for 4 Star but of exceptional quality and high technology equipment
	60	80	100
3.5.4 Food Supplies	Shall have provision for designated area for receiving, inspecting, and weighing of food supplies. In addition, food supplies procedures shall be in place with a record of supplied items. Offloading and loading areas and surfaces shall be disinfected/ sanitized at regular intervals. Facilities shall ensure all necessary documentation is done properly for traceability and ease of reference. Food shall be packed in clean, biodegradable and food grade packing material.	Same as 3 Star but with an integrated supplies system. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline.	Same as 4 Star but with evidence of local community empowerment through local supplies preference. There shall be automated system and qualified personnel in place to update and manage stores.
	150	200	250
3.5.5 Food Storage	Shall make provision for adequate and appropriate food storage facilities with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided for cold or frozen food items. Food items shall be stored in a clean and well-maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on plastic pallets placed at a distance of at least 15cm above the floor level and	Same as 3 Star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 Star but in addition conveyer method for ready food shall be provided.

	20cm from the walls. In addition, FIFO concept in stock rotation shall apply with an interlinked stores management system.		
	180	240	300
4.0 SAFETY AND SECURITY			
4.1 Fire Risk Management	Material used in the construction of the facility shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team and records of fire drills kept. There shall be a store for all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws.	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptionally high quality.
	180	240	300
4.2 Electrical Safety	All electrical installations shall be of very good materials, well maintained in accordance with	Same as for 3 Star. But with excellent quality materials, fittings and	Same as for 4 Star but with exceptional quality materials, fittings, and

	applicable national electrical safety laws.	workmanship.	workmanship.
	30	40	50
4.3 Security	There shall be appropriate measures to secure the facility perimeter. In addition, the facility shall have adequate, properly trained and equipped security personnel. Communication system connected to the external response team to be in place. There shall be appropriate form of screening at the entrance. In addition, shall have contacts of the local security agencies. There shall be Emergency Response Procedures	Same as for 3 Star but shall provide evidence of collaboration with other relevant security agencies.	Same as for 4 Star. But with well documented Emergency Response plan and implementation matrix.
	75	100	125
4.4 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply. Shall have a backup power system providing basic lighting in essential and public areas.	Same as for 3 Star but with stand by automatic power system sufficient to provide lighting in all areas of the facility.	Same as for 4 Star but including equipment but with cold rooms, water pumps and air conditioners connected to emergency power backup system.
	30	40	50
4.5 First Aid	A well-stocked First Aid Kit shall be provided	Same as for 3 Star but with an adequate number of first aid kits in strategic locations and accident-prone areas with a number of staff well trained in basic first aid application techniques.	Same as for 4 Star but with CPR training.
	90	120	150
4.6 CCTV surveillance	CCTV Cameras shall cover the public areas and manned at all times.	Same as for 3 Star but in both all public and back areas.	Same as for 4 Star but including the external areas.
	The information captured shall be stored for at least six		

	(6) months.		
	75	100	125
4.7 Guest Access Control and Screening	There shall be manned entrances and exits 24-hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for staff and guests with movement control within the premises.	Same as for 3 Star but with electronic access systems for guests and staff.	Same as for 4 Star but with additional forms of integrated security systems.
	75	100	125
5.0 HUMAN RESOURCE			
5.1 Kitchen Staff	There shall be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff shall be well groomed and protective clothing and embroidered name tag shall be provided and used. Staff shall be medically fit and examined regularly in line with statutory health regulations.	Same as for Three Star, but the Executive Chef shall be assisted by a suitably qualified and experienced Sous Chef and specialized sections shall be headed by competent Chef de Parties.	Same as for Four Star, but Executive Chef shall be qualified from a recognized institution, with relevant international experience.
	75	100	125
5.3 Staff Facility	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Provision of Staff dining facilities which shall be of	Same as for 3 Star but the facilities shall be of much higher quality	Same as for 4 Star. But the facilities shall be of exceptional quality and standards.

	adequate size in relation to the number of staff well ventilated, lit, furnished, clean and well maintained. Facilities for persons with disabilities. Staff facilities shall be operated under hygienic and sanitary conditions. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.		
	60	80	100
5.4 Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure Terms and conditions of service, statutory benefits Training programs.	Same as for 3 star but shall have internal training programs	Same as for 4 star but shall have internal and external programs. Dedicated Human resource function
	75	100	125
5.5Management Qualification	The facility shall be under the management of a suitably trained person and qualification a degree or equivalent qualification in hotel management from a recognized institution with a relevant experience of at least one year.	Same as for 3 Star But the facility shall be supervised with relevant experience of at least 3 years.	Same as 4 Star but with relevant experience of at least 5 years.
	45	60	75
5.6 Operative Staff Professional Qualifications	All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 70% of the staff shall possess certified qualifications from recognized institutions.	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.
	30	40	50
5.7 Staff Incentives	There shall be a well-documented staff incentive	Same as for 3 Star but with recognition of staff	Same as for 4 Star but with evidence of staff incentive

	program that recognizes and rewards performance of all staff at least annually. In addition, the Restaurant shall annually undertake staff satisfaction evaluation for the purpose of continuous improvement	by department. In addition, there shall be an annual Team Building activity.	for staff with exemplary service.
	90	120	150
6.0 GENERAL SERVICES			
6.1 Entertainment	Shall be provision of entertainment in harmony with the social and cultural environment	Same as for Three Star but with a variety of entertainment, which could include live music and multi- channel TV	Same as for Four Star but shall have more variety and soft music
	60	80	100
6.2 Taxi Service	There shall be transport arrangements.	Same as for Three Star but shall arranged taxi services or other recognized forms of transport services by the restaurant	Same as for Four Star but shall have at least one company taxi.
	15	20	25
7.0 GUEST SATISFACTION & EXPERIENCE			
7.1 Guest Feedback	There shall be social media presence through at least one platform and a basic system to acquire feedback on the guest experience. There shall be evidence of management decision making on online review reports.	Same as for 3 Star but with a dedicated online feedback system	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest feedback Shall have an interactive website.
	45	60	75
7.2 Complaints Handling	There shall be complaint handling procedure with SoPs. In addition, there shall be procedure for complaint handling and records of the action taken on the same	Same as for 3 Star but complaints shall be handled within 48 hours	Same as for 4 Star but complaints shall be handled within 24 hours. In addition, shall have an electronic mode of complaint handling.
	45	60	75
7.3	There shall be at least one award issued by a reputable	Same as for 3 star but with presence of at least	Same as for 4 star but with presence of at least

Recognition Awards	and relevant regional (within Africa) institution in the preceding five years.	two awards issued by a reputable and relevant regional (within Africa) institution in the preceding five years.	three awards issued by a reputable and relevant international institution in the preceding five years.
	45	60	75

8. CRITERIA FOR CONVENTION CENTRES

SCORE FOR CONVENTION CENTRES

1. To qualify for Three Star grading, a Conventional Centre must score 50% of the overall total maximum scores in Conventional Centre criteria, and at least score a minimum of 45% in each Section. Additionally, must have the main auditorium with minimum capacity of 500 attendees (theater style) and exhibition to hold 50 booths of 3 x 3 meters.

2. To qualify for Four Star grading, a Conventional Centre must score at least 66% of the overall total maximum scores in Conventional Centre criteria, and a minimum of 60% in each section. Additionally, must have the main auditorium with minimum capacity of 1,500 attendees (theater style) and exhibition to hold 250 booths of 3 x 3 meters.

3. To qualify for Five Star grading, a Conventional Centre must score at least 80% of the overall total maximum scores in Conventional Centre criteria, and score a minimum of 70% in each section. Additionally, must have the main auditorium with minimum capacity of 2,500 attendees (theater style) and exhibition to hold 450 booths of 3 x 3 meters.

1. Scope

1. 1 This standard prescribes requirements for Physical quality features, Convention Services, Safety & Security, Dining & Refreshment facilities, Convention satisfaction & experiences. The standard as much as is practical embraces sustainability principles.

1.2 This standard shall be applicable to Convention Centres.

2 Product Descriptors

2.2 A Convention Centre is a purposely built facility that is designed to accommodate multiple meetings, events and exhibitions or major trade shows with a fully-fledged banqueting service.

A convention Centre may be a stand-alone or part of hotel or resort management.

2.2.1 Guest expectations

2.2.1.1 Large events and exhibition halls that are flexible and versatile with many unlimited configurations

2.2.1.2 Several meeting rooms, Amphi-theatre, Seminar Hall or auditorium for holding seminars and conferences.

2.2.1.3 Dedicated banqueting services with a kitchen, dining facility, cafeteria or restaurant to support events in the convention Centre.

2.2.1.4 Availability of technological audio-visual systems and equipment

2.2.1.5 Management Secretarial and translation services

2.2.1.6 Ample Parking services

2.2.1.7 Large outdoor / Landscaped open spaces for outdoor conference or seminar related activities;

2.2.2 Definitions

Event Organizer - The organization or individual(s) responsible for the creation, development, planning and coordinating of an Event.

Event: An organized occasion such as a meeting, convention, exhibition, special event, gala, food function, etc. An Event is often composed of several different yet related Functions.

Function: Any individual organized activity that is a component of an Event.

Event Day: Use of all or part of the venue by one Event Organizer for all or part of one calendar day for the audience of the Event. Multiple presentations or Functions of the same program on the same day should be considered one Event Day.

Room Nights: The number of sleeping rooms blocked or occupied for an event, multiplied by the number of nights each room is reserved or occupied. Typically shown in table form as number of rooms requested for each day of the event contract period.

Economic Impact: The total value of an event, including secondary spending (indirect and induced), on the host destination's local economy

over and above the original direct spending. These secondary impacts, when combined with the original direct spending, result in the total economic impact of an event.

Direct Spending: All expenditures associated with an event that flow into the host destination's local economy. Includes attendee spending, exhibitor spending and event organizer spending. Inputs include venue actual gross sales revenues, estimated lodging, restaurant, entertainment, retail, local travel and miscellaneous sales revenues.

Unique Attendance

a) For conferences and exhibitions: The total number of all unique attendees (including delegates, exhibitors, meeting planner/organizer staff, speakers, press, etc.) for a single event. Ex. A tradeshow that has 300 unique delegates, 10 unique staff members from the organizer, and 100 unique exhibitor staff attendees would have a total attendance of 410 regardless of how long the event was or how many attendees were present on any given day. b. For ticketed events or events open to the public: The total number of all persons attending the event. This typically does not include exhibitors, staff, etc.

b) Daily Attendance: The Unique Attendance number for any single day of an event. This number must be consistent with the definition of "Unique Attendance" for the event in question. This number is often estimated for non-ticketed events.

c) Total Daily Attendance The sum of all Daily Attendance numbers for each day of an event. This figure is relevant for analyzing foot traffic, load on the facility, per cap revenues, and comparisons of events with different numbers of event days. This number is often estimated for non-ticketed events.

New Account: An event client that has never held an event previously in the venue.

New Event: Any Event that has no contracted or operational history with the venue or is not a Repeat Event.

Repeat Event: Any Event with a documented history in a venue. Venue operators may wish to further classify events that are repeat events that return to the venue without meeting elsewhere and returning events that have been hosted in other venues and are returning to the center.

Opportunity: Any occurrence of an Event for which an Event Organizer has inquired about using the convention center as a venue for the event and the convention center hosts that type of event in its normal course of business. Each Opportunity must eventually become either a Lost Event or a Contracted Event.

Proposal: A written offer detailing the dates, spaces and services the venue will provide to the Event Organizer. For purposes of reporting on performance, multiple quotes, options, or revisions of a proposal to host a single event should treated as a single proposal.

Tentative Event: Any future event for which the venue tentatively reserves space and/or issues an offer or proposal to provide space and services to the Event Organizer. Tentative events, by definition, must eventually become Contracted or Lost Events.

Definite Event: A future Event confirmed in writing by an authorized agent of the Event Organizer and the venue. • Contracted (Licensed) Event A future Event with a fully executed agreement and binding consideration (Deposit) between the Event Organizer and the venue.

Cancelled Event: A Contracted (Licensed) Event for the convention center that subsequently did not take place.

Lost Event: A Potential Event in the Opportunity, Tentative, or Definite stage that did not execute a contract to present the Event in the venue.

Turned Down Event: A potential Event in the Opportunity stage that venue management declined to offer dates, submit an offer or proposal, or book dates. A Turned Down Event is a sub-category of Lost Events. The Performance Reporting Work Group recommends that venue operators track Turned Down Events within their overall Lost Business Reporting.

Squat toilet - A squat toilet (or squatting toilet) is a toilet used by squatting, rather than sitting.

Auditorium - The part of a theatre, concert hall, or other public building in which the audience sits.

Space Categories for Convention Centers

a) Exhibit Hall Space: Large room of contiguous flat floor space designed primarily for the presentation of exhibits associated with public or trade shows.

b) Ballroom Space: Typically exhibits high quality interior finishes and fixtures and higher ceilings than Meeting Rooms. Typically used for food functions, plenary or general session meetings.

c) Meeting Room: Any rentable space within the center primarily designed for and used as flexible meeting space, and not classified as Exhibit Hall, Ballroom, or Theatre space.

d) Theatre Space: Facility with fixed seats usually on a sloped floor with sight lines focused on a permanent stage or platform. May include permanent stage lighting, audiovisual and/or sound systems, but may not have the capabilities of a performance theatre.

e) Other Rentable Space: All other rentable space where a license fee would normally be required by the venue and/or the licensee has exclusive use of the space. This could include pre function, concourse, and lobby space if the venue normally charges rent and/or restricts access to just the licensed event.

f) Common/Public Space: All space where a license fee would not normally be required, is open to the general public, and/or a licensee has non-exclusive use of the space. This will typically include concourse, lobby, and pre

g) function space. For purposes of calculating facility occupancy, any common or public space should not be included in the Gross Occupied Square Feet or Meters of the venue if that space is also excluded from the Total Rentable Square Feet or Meters of the center.

h) Back of House Space: Support and service areas that are not open or accessible to the public, including but not limited to storerooms and storage areas; service corridors kitchen and food preparation and serving areas;mechanical, equipment, and switch rooms; employee timekeeping, locker rooms and break rooms; security stations, etc.

i) Gross Rentable Square Feet or Meters: The total area of all exhibit space, ballroom space, meeting space, theatre space and other rentable area, in square feet or meters.

j) Gross Available Square Feet or Meters: The Gross Rentable Square Feet or Meters of the space multiplied by the number of days in the period that is being measured e.g. 1 for a single day, 7 for a week, the number of days in the month (28,29,30, or 31), number of days in the year (365 or 366), etc.

k) Gross Occupied Square Feet or Meters The Gross Area of space multiplied by the number of Use Days for the space in the period being measured.

Event Organizer Types:

In addition to understanding the types of events that generate revenue in the center, it is important to understand the type of client. The Performance Reporting Team recommends the following classifications of client types to assist the venue operator in better understanding which types of customers drive the center's revenues and event related expenses.

Association – A professional or trade association

Corporation – A business entity not classified in another specific category. Venue operators may choose to develop additional sub-categories because this category is broad.

Media Company/Publisher – a subcategory of Corporation for the purposes of distinguishing this segment from general corporation business.

Government - an agency, instrumentality, or other entity of Federal, State, or local government (including multi- jurisdictional agencies, instrumentality, and entities).

Event Types

(a) Conventions/Congresses – A gathering of delegates, representatives or members of a membership organization or industry convened for a common purpose, typically over three or more days. Common features include educational sessions, committee meetings, social functions and meetings to conduct the governance business of the organization. Conventions are typically recurring events with specific, established timing. Normally, most participants travel to

the event and require local lodging arrangements during the event. The event may include an exhibition of vendors selling professional goods and services to the profession.

(b) Corporate Meeting or Convention - A meeting or convention hosted by a commercial corporation, in which attendance is limited to the corporation's employees, shareholders or invited buyers. Normally, the attendees or participants must have an established relationship with the corporate organizer in order to attend. Examples include sales meetings, in-house training, product launches, customer conferences, etc.

(c) Trade Shows - An exhibition of products and/or services held for members of a common or related industry. Not open to the general public.

(d) Consumer Shows - Exhibitions that are open to the public usually requiring an entrance fee.

(e) Food & Beverage Events – A social event primarily involving food and beverage service

(f) Meetings & Seminars – A short-term event (typically one to two days) where the primary activity of the participants is to attend educational and/or business sessions, participate in discussions and/or social functions, or attend other organized events. There is no significant exhibit component, and there are usually no requirements for participants to arrange for local lodging.

(g) Sports & Tournaments – An event in which the primary focus is individuals or teams participating in a sport or game. These events may or may not include a competition element. Examples include gaming events, tournaments, training events or camps, dance competitions, e- sports, etc. h. Other – All other events not included above such as concerts, fashion shows, musical, plays, etc.

Ansul system – It's a line of special hazard fire protection products designed to meet strict standards and tested under the scrutiny of independent labs and approval agencies all over the world.

Alien species - means non-native plants or animal organisms that are deliberately or unintentionally introduced by human action in a Boutique and Heritage Hotel that is outside their natural habitats where they usually are established.

Beverage service area -

Coffee shop – means a kind of restaurant that sells hot and cold beverages, snacks and sometimes, light meals.

Convention Centre - means amenities and supplies provided for guests attending conference meetings, they include potable water, stationery and conference equipment.

Crèche – means a nursery where babies and young children are cared by an attendant in the absence of their parents.

Dais – means a raised platform at the front of a room or hall, usually for one

or more speakers or honored guests.

Deep cleaning - means a thorough cleaning process that includes all parts of the convention Centre and not just surfaces where dirt can be seen.

Desludging – means the process of removing sediments by draining and cleaning a tank.

English service – means a style of service where food is served from a large dish by a waiter Starting with the host/hostess at the head of the table and then other guests are served.

Façade – means the front exterior part of the Convention Centre that is observable by the attendee from the entrance.

Fully Automated – means installing a single system of operating or controlling all the processes in the different sections of the Convention Centre by using mechanical and electronic devices and reducing human intervention to a minimum.

Fully integrated – means to combine all the different automated functions under specific sections of the Convention Centre together in order to work as one entity.

Joiners - means an unregistered guest/ outside guest who is temporary visiting a registered convention attendee.

Landscaping - means the planning, laying out and construction of a garden to enhance its appearance by planting trees, flowers, shrubs and/or by altering the contours of the ground.

Name tags – means an identification label that shows the staff name and designation. The tag is normally attached to their uniform or worn around the neck for visibility.

PDQ Machine – means an electronic machine that is used to quickly process debit and credit cards payments.

Permissible sound –means the allowable level of sound that can be exposed to the human area at particular situations.

Plexiglas - means a strong, solid and transparent plastic that is used in place of glass to form a barrier at payment counters.

Public Washroom Amenities - Soap dispenser with soap, Disposable tissue, and/or electric hand drier, A hand wash basin with running hot and cold water, Toilet paper, Sanitary bin with liner and lid, Mother and child facilities and coat hangers/hooks

Right Temperatures –

(a) Thawing: through refrigeration, cold running water or room temperature monitored every 4 hours up to 5 ^{0}C and the food shall be cooked within 72 hours.

(b) Cooked meals; served hot and held at temperatures of 63 ^{0}C a la carte and 65^{0}C for buffet.

(c) Cold foods; shall be held at temperatures below 5^{0}C.

Sanitary facilities - means rooms in a public area which include washrooms (water closet and urinal), hand wash facilities.

Semi-automated –means to combine a portion of the different automated functions under specific sections of the Convention Centre together in order to work as one entity.

Social media Social media refers to interactive technologies that facilitate the creation and sharing of information,ideas, interests, and other forms of expression through virtual communities and networks such as facebook, twitter, , Instagram, etc.

Water hydrant - means an upright pipe with a spout, nozzle, or other outlet for drawing water from a main or service pipe, especially for firefighting.

Wastewater treatment system – It's a system made up of several individual technologies that address specific wastewater treatment needs.

Acronyms

1. BSA – Beverage Service Area
2. CSR- Corporate Social Responsibility
3. CPR - Cardiopulmonary resuscitation
4. FIFO – first in first out
5. HACCP – Hazard Analysis and Critical Control Point
6. LAN – Local Area Network
7. MOAs - Memorandum of Agreements
8. PPE –Personal Protection Equipment
9. PWD – Persons with Disabilities
10. SOP – Standards Operating Procedures
11. UN – United Nations
12. WAN – Wide Area Network
13. WHO – World Health Organization

3 Requirements: The following shall be the requirements for a Convention Centre:

A. General Requirements for a Convention Center

1) Floor Plans: It is essential to ensure that all event plans comply with the venue's regulations and that the initial plan is issued to the venue immediately after the contract is signed and before the event sales process begins, a minimum of three months prior to the event. The following must be clearly defined:

1) Location of all fire points – alarms, extinguishers, hydrants, sprinklers, house telephones and sliding smoke doors and shutters between the halls, together with their control switches, which shall be kept clear and accessible at all times

2) Location of floor boxes, service ducts and vehicle entry doors, as access is required to essential services provided from these locations.

3) Location of the under-floor ducts to ensure that the termination of services can be adequately accommodated within all areas. The contractor providing the fittings must make sure that any cables are located safely and to the satisfaction of the venue or the mains supply will not be provided. Ramping of such services in gangways is prohibited.

4) All venue facilities, including catering, toilets, first aid centres, cloakrooms, organiser's offices, etc.

5) Plans must be to a scale (minimum 1:200) submitted in electronic format. Plans reduced in size and not to scale are not permissible.

6) Size and position of each exit from the event, the width and position of each gangway and position of each stand, stages, features, and lighting rigs.

7) Event name, organizer, open dates, floor level and hall. Space allocated to stands must not be greater than twice the space allocated to gangways.

8) Clear access routes to all emergency exits. All fire exits must be kept unobstructed at all times.

9) Arrangement of each gangway shall be such that alternative routes of escape are provided.

10) Perimeter gangway shall be provided from each exit door on the perimeter of the hall to the Centre line of that hall. Each such gangway must have a width of not less than 3m and shall have a clear area not less than 5m deep across the entire width of each emergency exit door.

11) Minimum gangway width must be 2m. Depending on the event profile, wider gangways may be required, especially around feature and busy areas.

12) Gangways must not exceed 45m in length without an intersecting gangway.

13) If a pillar is in a gangway, 2 metres must be kept clear on one side of the pillar.

14) 'Doglegs' should be avoided. As a guide, 50% of all gangways should be straight, from side to side or top to bottom

15) No gangway leading from the Centre of the hall towards the perimeter is to decrease in size, in order to prevent possible crushing in an emergency.

16) Gangways adjacent to any stand or stage used for demonstrations or performances must be maintained clear of obstruction. Additional space for an audience, where applicable, must be planned into the floor layout, as people are not permitted to congregate in the gangways.

17) Where an area is not enclosed, for example, seating area or feature, has no raised platform and contains an unobstructed area that is of the required height and width in line with a gangway, clear 2m gangways will be required through the area.

18) Structures over gangways are only allowed on agreement with the venue and must have a minimum clear height of 2.2m

2) Disabled Access; - Convention centers should have incorporated into the design not only the legislative requirements for accessibility, but also the desire to make the venue welcoming for all. To ensure disabled visitors are given the same opportunities as able-bodied visitors. Exhibitors should also make sure their stands allow unrestricted access to disabled visitors. Stands should be designed to ensure that it is not unreasonably difficult for a disabled person to access the stand.

a) Assistance Dogs: Assistance Dogs should be welcome in all parts of the venue and the staff in contention Centre should provide water bowls on request,

b) Assisted Hearing: The Centre should provide for induction loop system and infra-red radiators (two channel system), which can be used with either a Stethoscope or neck-worn induction loop. Free Stethoscopes should be available to borrow, alternatively if the attendee is wearing a hearing aid, they may borrow a neck-worn induction loop which can be used in conjunction with the "T" position on the hearing aid.

c) Facilities for visitors with visual impairments: All rooms, halls and toilets should be signposted in large print and Braille.

3) Official Passes: It is good practice to use a pass system for contractors, exhibitors, and convention Centre personnel from the Start of the tenancy. Management should ensure that pass holders are issued, so that passes can be worn. During build-up, open period and breakdown of the exhibition or event, admittance may be refused to anyone who cannot produce an official identification pass. Convention attendees should carry passes at all times.

Specific grading criteria requirements for a Convention Centre:				
SECTION – ITEM		3 Star	4Star	5 Star
1.0. PHYSICAL QUALITY ASPECTS				
1.1.1	Location	The location shall be suitable for a Convention Centre. Shall be in close proximity to central business center and easily accessible with a variety of public transport. Shall be accessible to a range of quality accommodation facilities and amenities providing conference related business services. Shall be safe, secure and comfortable. In addition, shall have clear and visible location signage and have online presence to enhance accessibility.	Same as for 3 Star but in addition, shall have spacious and expansive ground to accommodate arrange of convention center facilities, amenities and different types of information services within the vicinity.	Same as for 4 Star but shall have integrated on- site accommodated services for conference attendees and /or customized shuttle services to off-site services. In addition, shall have mobile event apps with maps, pinned locations, driving directions, parking/shuttle information.
		135	180	225
1..1.2	Site Suitability	The site shall be suitable to accommodate the diversity of expected venues for meetings, exhibition, and special event services and service providers to avoid crowding. In addition, the site shall be impressive offering greater vantage with additional efforts to enhance its aesthetics for customer satisfaction.	Same as for 3 Star but in addition, offer attractive and unique physical setting and/or social/ cultural setting with opportunities for entertainment, shopping, sightseeing, recreation and organized tours on site.	Same as for 4 Star but with evidence of innovative ways to improve on the individuality of the site and or the historical significance of the site and to achieve sound functional relations with different zones, service points, landscapes, entrances.
		75	100	125

1.2 Accessibility				
1.2.1	External & Internal Access	Shall have well-designed access routes to different parts of venues for attendees and staff. Access layout designed to aids proper access control, minimize security risk and separate front of house and back of house functions. Shall have easily identifiable access entrances and exits with clear external illuminated signage and signposting throughout venue. Doors of sufficient width and height or demountable/ retractable walls to permit access for trucks delivering exhibit and staging equipment to the venue. Main entrances to the convention Centre shall be in close proximity for attendees to car parks and undercover access from car parks and/or accommodation where applicable. Function areas shall be identifiable from service corridors. In addition, shall provide hand washing facility with running water and soap or approved hand sanitizer at the	Same as 3 Star but shall have signage for dedicated service access routes and ready access for the Professional Conference Organizers (PCO) to storage areas. In addition, shall make provision for plenty of trolleys for movement of meeting materials and equipment.	Same as 4 Star but shall have 24-hour access for all organizers, either through security or card- key, or otherwise by prior arrangement to facilitate smooth 'build-up' and 'breakdown' of staging and audio-visual equipment outside normal business hours. In addition, shall have in place, cherry picker and forklift.

		entrance/ exit of the venue and other strategic location proportional to the size of the facility, which shall be hygienically operated.		
1.2.2	Provision for Persons with Disabilities	The convention Centre shall have accessible entrance/exits and doors for PWD's. Ramp and stairways shall have handrails, non-slip-textured / roughened finishes, firm and even surfaces. Ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12 and a width of no less than 1100mm (1.1m), and maximum camber (the sideway slope) of 1:50. Where lifts are used, shall be located enroute to accessible meeting rooms, exhibition halls and other public facilities if not located on the ground floor. The lifts horizontal handrail shall be fitted to the full length of at least two sides of the lift car at a height of between 850mm and 1000mm from the floor. The internal size of the lift shall	Same as for 3 Star but shall have contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the convention venue. The signage shall be well lit, clear and legible with a font size of a minimum of 120mm, on a contrasting background. Provision for staff to offer special assistance in place for any guest with a functional limitation or any guest requesting such service. In addition, an evacuation chair and a stretcher placed at strategic designated areas/medical room. In addition, the internal size of the lift shall be at least 1200mm by 1600mm.	Same as for 4 Star. In addition, lift shall have flashing lights linked to alarms and emergency buttons.

		be at least 1100mm by 1400mm. Lift shall be fitted with emergency telephone with amplified volumes and ringers. Provision for a section of the reception /registration desk lowered to 800mm or arrangement for registration of PDWs at a table shall be made. Shall have at least one specially designed public washroom, and provision for access to other facilities for the PWDs including easy access on to stages for disabled speakers. In addition, grounds and garden pathways shall be kept clear of obstacles or obstructions. To help PWD guests find their way, clear signage shall incorporate symbols and pictograms. Emergency information and procedures shall be clearly displayed in Swahili, English and/or French in large fonts & pictograms. Information Signage for guests with visual limitations shall be displayed in braille at all convenient areas of the venue.		

		380	475	285
1.2.3	Parking access	Provision shall be made for adequate parking space for not less than 100 cars and 10 coaches in close proximity to the venue for attendees.	Same as for 3 Star but shall have provision for on-site and/or pre-arranged parking areas – sufficient for the likely number of attendees. in	Same as for 4 Star but shall have designated reserved parking space for organizers' access, provided.
		The parking shall be managed either directly by the Centre management, a separate facility by a Council/specialist operator or a subcontracted service provider by venue manager. Shall have clearly visible driveway and parking signage with access next to the conference entrance for PWDs shall be provided. In addition, long-term parking for trucks used for transporting production equipment and exhibitors' displays shall be provided. Shall have disclaimer signage and well-marked demarcations. Shall have adequate security and CCTV coverage. In addition, have clearly displayed height dimensions and hours of operation in parking facilities	addition, shall have colour coded pre-addressed labels to differentiate meetings, matching colour coded bays for different meetings.	

		150	200	250
1.2.4	Pick-Up / Drop- Off Points	Shall make provision for designated areas for drop-off and collection point for coaches and buses, with cover and service staff to allow delegates and guests to embark and disembark safely.	Same as for 3 Star but In addition, shall have provision for large coach drop off and collection points adjacent to main entrance, with sufficient turning space and height, accessible under cover.	Same as for 4 Star but in addition shall have a dedicated porte-cochere linked to specific parking area for coaches and buses to allow delegates and guests to embark and disembark safely
		60	80	100
1.2.5	Delivery, Landing Bay & Storage	Shall make provision for adequate space for a dedicated parking bay for trucks/vehicles delivering goods or equipment with sufficient height and turning space where staging, audio visual or other equipment can be offloaded or uploaded within a short time period. A purpose-built and dedicated back entrance available for equipment loading and off-loading. There shall be provision for level ground floor with loading docks of sufficient size for all services including client vehicles. Access for vehicles to function areas to unload and load, with appropriate floor load bearing capacity provided. Shall make provision for	Same as for 3 Star but shall have sufficient unloading/ loading space to accommodate multiple events and storage complex for storage and handling for up to one week prior to and two days after the event. Provision for Concierge/porterage services and receipt of urgent courier deliveries to front of house. Shall have colour coded storage bays set aside for specific meetings. Security management and monitoring system shall be in place at loading docks at all times.	Same as for 4 Star but in addition, shall have plenty of trolleys and forklifts and staff to assist build-up of meeting and exhibition material. Shall have Management guidelines for incoming and outgoing goods. Individual lockable storage should be available for storage of more valuable items.

		service corridors for goods and services from loading dock to function areas. In addition, shall make provision for dedicated storage facilities that can safely store event materials and equipment overnight. Recording and coding of all deliveries provided. Shall be clean, well-lit and secure with plenty of trolleys for client use and security personnel available onsite at all times.		
		225	300	375
1.2.6	Transport & tour operators	Convention Centre shall make provision for movement of goods within, into and out of the venue and delegates to and around the Centre to facilitate smooth and efficient operation of venue functions. Shall have easy access to public transport, easily identifiable taxi waiting bays and call buttons. There shall be provision for covered walkways connecting various areas within and	Same as for 3 Star but shall have sufficient stairs, lifts and high-speed escalators to facilitate the movement of people in multi-level venues in a short period of time where applicable. There shall be provision for shuttles operating between the convention Centre and nearby hotels.	Same as for 4 Star but shall have 'people movers/ golf cars operating around site to enhance efficient movement of people in venues where long distances are involved. In addition, there shall be, sufficient cherry pickers for use in function rooms, trolleys, forklifts and pallet jacks for build-up and breakdown of meeting and exhibition materials and equipment. For

		without the venue and weather protection to transport pick up and drop off points. Provision shall be made for space for queuing buses and turning areas for delivery trucks. In addition, there shall be passageways of sufficient width for trolleys, back of house well designed to facilitate transfer of goods from loading docks. In addition, shall have sufficient walkways for people to walk freely, avoiding intersections where groups of people have to cross. In addition, shall have designated area for ticketing agents and tour operators' desk.		large exhibition areas of 10,000 sq. metres and above, a self-drive golf cart shall be provided.
		180	240	300
1.2.7	Lift/Elevators	Where applicable, provision for service lifts with wide, tall doors capable of carrying large equipment and heavy loads shall be made. Shall have direct goods lifts or hoist from loading dock to all public areas large enough to accommodate goods to be exhibited and	Same as for 3 Star but with excellent quality fittings and decor.	Same as for 4 Star but with lifts in larger multi- level venues of exceptional quality and stylish fittings and themed decor.

		display equipment. In addition, there shall be separate kitchen lift service for food and beverage items.		
		75	100	125
1.2.8	Signage	Shall have visible, luminous and functional signage with stylish designs on main access routes Starting as far away from the venue. Sufficient, visible, permanent, well-kept directional	Same as for 3 Star but shall have electronic event directories placed conveniently at strategic points and updated regularly to display event	Same as for 4 Star but shall provide digital signage posting outside all venues. In addition, shall have highly dynamic & interactive multi-
		graphics and signs conveying important guest information in appropriate languages shall be placed at strategic points. All public spaces' venues and other facilities shall be well signposted, and clearly labeled, in words and symbols including tactile signage for the visually impaired. In addition, there shall be sufficient external /internal signage at ground to roof level for direction of pedestrian, vehicular traffic and identification of venues. Provision for flagpoles for clients' flags or banners shall be made. All external /internal signs shall be consistent with the universal/	information. The electronic event directories shall also be capable of displaying video images. In addition, location plans of the venue, colour coding of venues and different levels or sectors shall be available.	functional signage. Shall provide opportunity for both designers and managers to use multi- level signage to 'brand' the venue/booths both in print and electronic format in line with the venue theme. In addition, shall have electronic information kiosks.

		internationally recognized symbols.		
		195	260	325
2.0. BUILDING ARCHITECTURAL FEATURES				
2.1.1	Building design & layout	The Centre buildings shall be autonomous or partially linked to a hotel/resort. Shall be in conformity to the building code and other existing country regulations. The architecture shall feature style and beauty, offering an atmosphere that balances functionality, inspiration and serenity. The building & open spaces shall be in harmony with the physical built up, natural, social and historical/cultural environment to enhance virtual identity with the locality. The design and layout shall provide for key functional areas of at least landscaped frontage, open spaces, one entertainment hall, flexible auditorium divisible into small breakout rooms and exhibition hall dividable into at least two halls. Its finish shall be of a high quality in design and décor.	Same as for 3 Star but the buildings' architecture shall be iconic and unique in structure. In addition, the design shall reflect high integration with other adjacent or connected uses that can complement the building edge.	Same as for 4 Star but shall have a design theme with elegant, unique and distinctive features.

		135	180	225
2.1.2	Convention Centre capacity /Floor area	The Centre/venue shall have a capacity or floor area to hold at least 3000- 5000 people sitting in theatre style	The Centre or venue shall have a capacity or floor area to at least hold 5001- 10,000 people sitting in theatre style	The Centre or venue shall have a capacity or floor area to at least hold 10,001 and above people sitting in theatre style
		15	20	25
2.1.3	Structural functionality	Shall be structurally sound, allowing efficient flow of operation and services. The infrastructure and event spaces shall be designed to offer opportunities for different	Same as for 3 Star but the Centre shall provide for multi-functional spaces that can also accommodate receptions, banquets, and other	Same as for 4 Star but the Centre venues' arrangement shall enhance guests comfort and satisfaction.
		layouts depending on event type and size. Shall be capable of hosting different group functions apart and private to minimize distractions, and emphasizes both convenience and productivity for delegates. Venues shall be positioned for convenient access to support services, interconnected with sufficient walkways to all support facilities and amenities to functional areas.	social functions. In addition, shall have efficient walkways/stairs /corridors interconnecting all functional areas.	
		105	140	175
2.1.4	Floors, Walls & Ceilings	The Centre floors, walls and ceilings material used shall be appropriate, high quality, finish and specific to the areas of use, durable,	Same as for 3 Star but with excellent quality materials and finish.	Same as for 4 Star but with exceptional quality materials and finish.

		impervious, easy to clean and maintain. In addition, shall have full sound and lightproof partitions that are easy to operate and that blend with the decor of the venue. Floors shall be free from slip, trip or fall hazards. Nonskid, non-articulated surface material shall be used in vehicular traffic areas to maximize safety and minimize noise. Floor surfaces shall have fixed and slip-resistant coverings. Floors shall be level. If a difference in level is unavoidable this shall not exceed a 1.3cm difference. All ramps shall have a gradient of between 1:15 & 1:12. Floor surfaces at wheelchair areas shall be level, stable, firm and slip-resistant. Where carpet or carpet tiles are used, the floors shall be securely attached, and be of a low pile type of at most 1.3cm thick with a firm pad. Where applicable, ceiling rigging points for the suspension of overhead materials shall be identified. Sub-divisible venues shall have		

		suitable partitions that divide the venues effectively and/or operable walls. Creative wall finishes shall be limited to public areas to allow the meeting organizers to be creative inside the meeting rooms depending on the theme of each event.		
		195	260	325
2.1.4	Lighting & Ventilation	The convention Centre shall have provision for optimal natural and/or functional artificial illumination. Adequate natural and/or sufficient mechanical ventilation shall be provided. Functional lighting of high- quality fixtures, fittings, tasteful and eco-friendly shall be provided in the outdoor areas, public and pre-functional areas. In addition, there shall be provision for different types of special lighting effects suitable for the different types of venues to cater for various entertainment and events hosted at the Centre.	Same as for 3 Star but with excellent quality fixtures and fittings and tasteful lighting to provide a pleasant ambiance. In addition, shall have integrated technology and prerequisite skilled and knowledgeable technical staff on site or outsourced to manage the lighting system of the Centre.	Same as for 4 Star but with exceptional quality fixtures and fittings. In addition, shall have on- site technological lighting equipment and specialized technical staff in lighting systems, lighting design and lighting operators.
		105	140	175
3.0. PUBLIC /PRE-FUNCTIONAL AREAS				

3.1.1	Open Grounds & Gardens	conference or seminar Shall have open landscaped spaces for outdoor related activities. Grounds and gardens shall be attractively maintained and kept tidy. In addition, shall have unique directional and environmental awareness signage. Good quality and functional garden furniture shall be provided.	Same as for 3 Star but landscaping shall be elaborate, of excellent quality furniture and well maintained all year round regardless of season for excellent appearance and aesthetic appeal.	Same as for 4 Star but shall have spacious grounds and gardens. In addition, there shall be utility information of the plants. Grounds and gardens in pristine condition with attention to detail, internal roads and garden features with exceptional quality furniture provided.
		105	140	175
3.1.2	Public spaces appearance	Provision shall be made for public space at the Centre to accommodate catered functions and the practical needs of attendees in terms of relaxation, information and communications. Shall have stylish finishes and quality decor for overall impression. Public spaces external and interior décor shall consist of textured demarcated areas providing information for guests to navigate around the convention Centre. Furniture and fittings shall be of high quality and appearance, well maintenance and in good condition. Sufficient lighting shall be appropriately	Same as for 3 Star with excellent external /interior design and overall impression with some use of objects of interest and artwork. In addition, shall have excellent appearance, maintenance and condition of furniture.	Same as for 4 Star with exceptional interior design and overall impression with professional finish to all aspects of decor. In addition, shall have style and sophisticated architectural features incorporating objects of interest and artwork.

		positioned for safety and comfort in all public areas, stairways and landings		
		120	160	200
3.1.3	Facade & Foyer	Facade shall be designed to allow natural light into the foyer and pre-function spaces. Shall have purpose build reception foyer located on the lower level with distinct and clearly identifiable features, doorway/entrance & sufficiently illuminated. There shall be excellent and pleasant levels of lighting for safety and comfort at the frontage areas. The Centre façade/frontage appearance shall be of high appeal and create a professional, attractive and inviting impression and a sense of arrival. Shall have easily identifiable and weather protected entrance to the reception area with a canopy to protect conference attendees from harsh weather elements. The foyer size shall be adequate to accommodate multiple functionalities, not only large traffic flow and nonpaying	Same as for 3 Star with quite extensive foyer area purposely designed to accommodate various support services, large groups and can be designated to multiple event organizers using the venue at the same time with access to shopping, banking/ currency exchange facilities. Venue floor plans map electronic information directories displayed.	Same as for 4 Star but with all external entrances to foyers and public spaces protected from hash weather elements. In addition, shall be well-arranged & furnished with comfortable casual seatings furniture in a variety of configurations and accessible to mobile /fixed foyer bars, catering stations and coffee facilities for socialization & relaxation of attendees.

		attendees, but also for reception and registration, free seating area with access to high-speed internet access, poster displays and stand-up catering services. Shall have Information desk for a variety of useful local information with schedules of public transport, scheduled meetings and events, direct taxi and tour operators' lines. In addition, shall have directional signage, clocks and poster boards clearly showing entrances/exits and different event venues.		
		180	240	300
3.1.4	Corridors, staircases, hallways, and walkways	Shall be designed in accordance with the country building code. Provision shall be made for wider passage ways, doors and door circulation space to allow easy and safe passage. Shall be well lit, finished with non –slip quality materials and well maintained and protected from weather elements. Side railings shall be provided and there shall be a gentle slope for staircases. Shall have accessible	Same as for 3 Star but with independent access to the buildings through powered doors. Shall have wheelchair access at every principal entry point into the precinct and venues. In addition, shall be of excellent quality finish, decoration and well maintained.	Same as for 4 Star but spacious, elegant and with excellent finish.

		well-lit emergency escape routes /doors free from obstruction and with clear directional signage. No smoking signage prominently displayed. Shall incorporate aesthetic features in design & decor.		
		150	200	250
3.1.5	Public Washrooms	The Centre shall have sufficient number of built in cloakroom facilities with toilets with WC and/or squat toilets and urinals	Same as for 3 Star but with toilets with WC and/or squat toilets and urinals in a ratio of at	Same as for 4 Star but with toilets with WC and/or squat toilets and urinals in a ratio of at
		in a ratio of at least 1: 50 for female and 1: 65 for male in relation to the venue capacity to cater for large audience. All toilets shall be fitted with airlocks. Small toilet with lower height basin and urinals in both the male and female toilets suitable for use by a child shall be provided. The cloakrooms shall be conveniently located in several public areas and venues. Provision for persons with disability shall be made. Good impervious non-slip material shall be used for floors and walls. Wall covering materials	least 1: 40 for female and 1: 45 for male in relation to the venue capacity to cater for large audience. In addition, the toilet facilities shall be spacious and luxurious and with added refinements such as individual hand towels, mirrors and high- quality toiletries.	least 1: 30 for female and 1: 35 for male in relation to the venue capacity to cater for large audience. Shall have powered sliding doors to all accessible toilets. In addition, shall have scheduled regular cleaning, restocking and replenishing of tissues and servicing of dryers and towels.

		that are easy to clean shall be used and reach a minimum height of 1½ meters from the floor. Minimum dimensions per cubicle shall be at least 1.5m by .85m, with doors to swing in while cubicle partitions shall be a minimum 2100 mm high. Cloakrooms shall be functional, gender segregated, labeled and properly secured at all times. In addition, at least one unisex shower for use by convention VIPs and organizers shall be provided. Shall have hooks and hangers at the back of the doors. There shall be provision for hygienically operated hand wash basins that are adequate in number with a provision of running water, full length mirrors available in all toilets, hand washing soap/ foam and hygienic means of hand drying. Cloakrooms shall be properly ventilated, well lit, regularly cleaned and sanitized.		
		240	320	400

3.1.7	Reception, Registration & Waiting Room	There shall be provision for reception desk and registration strategically located at the Centre foyer. Provision for waiting area not more than 20 meters from the venues. Standards operating procedure for receiving and registering attendees shall be in place. General information shall be available at the reception desk and additional information booths provided at convenient locations. Special identification pass for attendees' access to venues shall be provided.	Same as for 3 Star but with a designated information booths available within the venue. In addition, shall provision for online/digital conference delegates and participants registration	Same as for 4 Star but with a purpose-built information counter and several interactive information booths at all open space and entrance of event venue, equipped with internet connectivity.
		105	140	175

3.1.8	Booking service	The convention center shall have appropriately gender segregated washroom with showers. The rehearsal room shall be close to the main meeting room, have discrete access, be equipped with secure hanging space, have mirrors with good lighting over vanity tables. In addition, shall have audio and video feed from all performance areas. Shall be equipped with phones and have multiple power outlets.	Same as 3 Star but in addition, iron and ironing board in dressing rooms shall be provided.	Same as 4 Star but in back of house to accommodate several performers during a single event in which food and beverage can be provided.
		105	140	175
3.1.11	Business Centre & Secretarial Services	There shall be provision for limited business Centre services at the secretariat office situated close to the registration area for larger meetings of more than 2 days duration. The Centre shall have a documentation room equipped with furniture and equipment - computers and printers, telephone with STD/ISD facilities, E- mail, photocopy and scanning facility along with trained staff to provide the services required. Equipment shall be well maintained and in good	Same as 3 Star but in addition shall have fully equipped and staffed, fit for purpose business Centre within the venue or within easy access to the venue.	Same as 4 Star but in addition, shall have business support and full secretarial services with state-of-the-art technology available.

		working order.		
		75	100	125
3.1.12	Media Centre	Shall make provision for a designated area/space that can be used to set up facilities for media representatives with adequate power, internet Wi-Fi and modern facilities for a meeting event.	Same as 3 Star but in addition shall have dedicated room for media representatives equipped with adequate power and modern communication facilities.	Same as 4Star but shall have full modern communications facilities and TV reception. In addition, separate room for interviews closely located to meeting room, with good lighting, sound proof and without wall decoration provided.
		60	80	100
3.1.14	Ancillary Activities	There shall be provision for modest ancillary services provided including stationary & souvenir/ handicraft shops, kiosks and other facility for enhancing customer satisfaction.	Same as 3 Star but shall have a wide range and easy access to several amenities and ancillary service outlets including courier services at designated points.	Same as 4 Star but in addition, shall make provision for access to banking /currency exchange services. point of sale machines and automatic teller machines.
		45	60	75
4.0 MEETING /CONFERENCE ROOMS				
4.1.1	Design & layout	There shall be a designated column free theater room/ballroom and a number of meeting /conference rooms and board rooms depending on the size of the convention Centre. Each appropriately secured with a locking mechanism. In addition, provision	Same as 3 Star but in addition, ensure that meeting rooms with auditoria shall have stage modules of varying heights including stairs with hand rails and ramps for PWDs full access into and within meeting rooms and access to stages. Have a meeting room set-	Same as 4 Star but in addition, shall have special purpose built-in and fully equipped translation/ interpretation facilities and staff available to assist.

		shall be made for raised platform/dais, dance floor, in-built screen and mounted projection equipment to facilitate life performances and presentations. Meeting rooms shall be well designed to allow high level flexibility to provide optimum surroundings comfort & ready access to attendees including PWDs as well as ease of organization for meeting organizers. Consideration shall be given to design to maximize use of natural lighting and flexible layout with pillarless space able to be divided into various size of meeting rooms to suit various needs to which different meeting rooms are to be put, and the design of those rooms, creates a range of choices for seating arrangement styles. Meeting rooms ceiling heights shall be at least a minimum of 3.6m for a room for a maximum of 300 delegates and ceiling height shall increase in proportion to the	up policy and organizers are allowed to access a meeting room for set-up purpose of more than 8 hours before the event. There shall be provision for translation/ interpretation facilities	

		room size and capacity of the rooms. Easy entry/exit double doors which open and close silently with peep holes shall be provided. Where meeting auditorium is meant to accommodate stage productions, backstage access and depth to stage, allowing performers to enter from wings shall be provided. Provision for isolation between meeting rooms shall be made to ensure a range of 40 to 60dB sound levels performance. Appropriate measure for acoustics management to maximum level of 1.5 seconds averaged over the one octave frequency bands from 125kHz to 8kHZ. Meeting rooms shall be fitted with adequate and appropriate normal and multi-phase power access in multiple configurations. In addition, provisions for flexible audio visual and production arrangements shall be put in place. Wireless data facilities for high-		

		speed internet access shall be provided.		
		225	300	375
4.1.2	Ballroom /Theatre/Auditorium	The Main ballroom/theatre/ Auditorium room shall have a capacity to hold at least 500- 2,500 people	The Main ballroom /theatre room shall have a capacity to hold at least 2,501-4,500 people	The Main ballroom /theatre room shall have a capacity to hold at least 4,501 people and above
		15	20	25
4.1.3	Breakout rooms	There shall be provision for at least five (5) break away rooms of a capacity of 50 seated theatre style.	There shall be provision for at least seven (7) break away rooms with capacity of 350 seated theatre style.	There shall be provision for at least fifteen (15) break away rooms with capacity of 500 and above theatre style.
		15	20	25
4.1.4	Speakers' room	Shall have a designated space to cater for multiple guest speakers close to meeting rooms to check their presentations and interact with each other before and after presentations. There shall be ample power outlets for catering equipment and audio-visual equipment. Shall have facilities to enable audio-visual presentations to be transmitted seamlessly and speedily to all meeting venues.	Same as 3 Star but shall have a special purpose room dedicated to conference speakers located within easy reach of the meeting rooms installed with commensurate equipment.	Same as 4 Star but shall have Tea/coffee regularly replenished.
		75	100	125
4.1.5	Translation/ Interpretation services	The Centre shall have in place the necessary infrastructure to	Same as 3 Star but shall a contract with or partnership arrangement with	Same as 4 Star but shall have provision for state of the art

		enable events interpretation and translation services to be provided. Appropriate range of equipment including Audio,Visual Aids and well equipped interpretation booths shall be provided. Shall make provision for professional	a professional interpretation organization. Shall have in place sound-proof interpretation booth specifically designed for the purpose. In addition,	technology to aid interpretation and translation through image technique and live streaming through audio and video equipment. In addition, meeting and event rooms shall be
		simultaneous and consecutive interpretation services, dedicated sign language interpretation services for hearing impaired persons, telephone and remote video interpretation services. Shall make provision for engaging local freelance interpreters and/or events interpretation and translation service providers at least on contractual basis from the location of the convention depending on availability. Shall make provision for ensuring event background material are availed in advance interpreters for preparation before assignment.	shall have adequate number of portable interpretation equipment.	fitted with interpretation equipment.
		150	200	250

4.1.5	Meeting rooms Lighting	There shall be provision for purpose built-in functional, flexible fully controllable lighting system in all meeting room areas. Lighting with a minimum of 500 lux dimmable between 3% and 100% shall be provided. The lighting system shall be able to provide total black-out within each room and reflective surface on one side of the rooms for projection. In addition, shall have track lighting in smaller rooms and special lighting on tracks in main auditorium. Special lighting shall be provided to ensure speakers are always visible even when the lights are dimmed. Meeting room lighting shall be adjustable from the lectern and easily adjusted by the meeting organizers. There shall be wall washes for displays and down lighting to the areas where the audience sits. Lighting to stair treads in tiered auditorium shall be available. Emergency and exit lighting shall be provided in all meeting rooms in accordance with	Same as 3 Star but seats shall have dedicated and flexible lighting systems in presentation areas to cope with straight oral and highly produced live action sequences In addition, all lights systems shall be capable of tight focus on to the presentation points to prevent spill onto projection screens. Dimmable quartz halogen lamps shall be used throughout meeting rooms as appropriate.	Same as 4 Star but seats shall have portable and wireless control systems to allow operation anywhere in the room.

		national building codes.		
		195	260	325
4.1.6	Furniture, Furnishings & Fittings	Furniture for meeting rooms, their fittings shall be dependent on the purpose and design of each room. Sufficient inventory of furniture shall be maintained in order to be able to set up a minimum of 60% of all meeting/ event space simultaneously. In addition, ergonomic considerations shall be a major determinant for deciding different types of furniture to be used. Movable or fixed seats with tilting upholstered seat and articulated back, integral arm and tablet arm shall be provided to allow adequate occupant passage space between rows. All seating styles shall observe a minimum row space between 85-95cm to allow free passage of occupants. Meeting rooms with level floors shall have easily moveable or fixed chairs, ergonomically designed stackable	Same as 3 Star but seats shall be fully upholstered with a minimum seat width of 55cm for ordinary chairs and 65cm for VIP seating. In addition, excellent quality chairs, tables, fittings and window coverings shall be provided. Provision shall be made for tracks or other fittings around perimeter of ceiling for hanging backdrops and a grid of hooks on ceiling for hanging banners/signs.	Same as 4 Star but in addition, height adjustable lectern with a flat surface space sufficient to take laptop, notes and water provided. All meeting rooms set up shall allow sufficient space between rows for comfortable entry and exit.

		with retractable lecture tables in auditorium. Meeting room chairs shall be comfortable and meet safety standards. Wheelchair access option- removable seats shall be provided. Every seat shall have a clear sight-line to the platform and any audio-visual presentations. Tables and chairs shall be clean, sufficient, functional and adaptable with variety of setting arrangement styles. Storage space for chairs not in use shall be provided. Window coverings shall be large enough to draw easily and completely cover the window opening to allow for darkening of the venue. Very good quality window coverings shall be provided to partially darken the venues.		
		255	340	425
5.0 EXHIBITION HALLS				
5.1.1	Design & layout	The design feature of the exhibition area shall ensure it creates a networking hub of the convention Centre. Shall be in close proximity to the foyer and	Same as 3 Star but shall have a minimum ceiling height of 15m. In addition, shall have high speed internet facilities set up and poster boards placed	Same as 4 Star but shall have Porters during build-up and breakdown to assist exhibitors as required. In addition, provide access to organizers in form

		registration desk of the convention Centre to facilitate exhibitors and exhibition visitors access to registration services. Shall have a minimum ceiling height of 10m. Electricity, water and internet data connectivity shall be available to every stand with a minimum live load capacity of 50KN/m2. Provision for a minimum overall lighting of 400 lux shall be made. Exhibition hall floors and wall covering shall be made of hard-wearing material and neutral shade finishes to allow organizers exercise their creative branding in line with the conference themes. Exhibition hall rigging points, where used shall be installed at least 4m apart from front to back. Delivery of exhibitors' consignments accurately recorded and able to be readily located.	immediately adjacent or within the exhibition hall.	of swipe cards valid for the duration of the event.
		165	220	275
5.1.2	Exhibition Hall Size	Shall have capacity to hold at least 50 booths of 3*3m and a minimum aisle space of at least 3m	Shall have capacity to hold at least 250 booths of 3*3m	Shall have capacity to hold at least 450 booths of 3*3m

		apart in all exhibition floor areas.		
		30	40	50
5.1.3	Exhibition store/ organizer's office	Designated room shall be located not more than 300 meters from the function venues equipped with electrical source, furnishing, air-conditioning and documentation equipment and internet/ Wifi connectivity to facilitate effective communication. Provision for space shall be made for use as storage for; exhibitors' display materials delivered prior to the event packaging materials during the exhibition some exhibitors' display materials ready for dispatch post exhibition. Readily available trolleys for exhibitors' use shall be in place.	Same as 3 Star but shall have a separate room for use as an exhibitors' lounge and/or exhibition organizer's office adjacent to the exhibition area and the storage.	Same as 4 Star but there be a dedicated team of staff to respond to the organizers and handle all issues as a one- stop service whenever need arises.
		75	100	125
5.1.4	Exhibition area Lighting	Appropriate and suitable lighting system shall be provided in all exhibition areas. Lighting system shall be well distributed to cover all parts of the exhibition area when displays are in position In addition, there shall be provision	Same as for 3 Star with excellent fittings and enhance overall impression of the environment. In addition, there shall be provision for dimmable lights	Same as for 4 Star with stylish light fittings and exceptional finish to enhance comfort of attendees.

		for ceiling grid fixing points to mount additional lights system. Emergency and exit lighting complying with the national building codes shall be provided.		
		90	120	150
6.0: TECHNOLOGY				
6.1.1	ICT department and IT professional team.	Convention Center shall have on-site sufficient number of IT professionals knowledgeable on the architectural design and layout of the Centre to undertake venue planning and survey to understand the scope of the computing environment requirements during all meetings and events. The IT team shall be capable of assessing the traffic- volume of Wi-fi bandwidth requirements, and there by segmenting locations per traffic use and user types. In addition, shall have at least one IT staff assigned to every meeting room and exhibition hall whenever events are running concurrently to assist on any arising	Same as for 3 Star with a fully fledged IT department headed by ICT Manager overseeing all aspects of the ICT department. Shall have adequate staffing levels in different areas of ICT specialization and ensure all events are adequately covered with staff and resources in order to meet the needs and expectations of the attendees and event requirements. In addition, shall have creative and innovative ICT staff knowledgeable in e- business operations on social media network applications and website platforms.	Same as for 4 Star but staff shall be dynamic and adaptable to emerging IT application to convention and exhibition industry. Staff shall be capable of customizing networks, dedicated bandwidths and hyperlinks to as may be requested by event organizers.

		troubleshooting. Ensure effective communicate to all IT team on the expected professional conduct and performance standards. Ensure all equipment are appropriately serviced and maintained.		
		150	200	250
6.1.2	Meeting & Event Technology	The Centre shall have in place adequate and appropriate infrastructure to enhance access to digital tools, LED screens, digital kiosks and resources necessary to add convenience to meeting attendees and facilitate event performance. Shall have relevant technologies to aid in pre-event planning and organization activities that includes among others websites and website information portals, online Request for Proposals (RFP), virtual site selection tools. Shall have event marketing technologies that may include blogging, podcast and e-blast. Shall have event management technologies to	Same as for 3 Star but shall have integrated event management software that streamlines all tasks and processes on a single platform. In addition, shall have robust, secure and uninterrupted Wi-Fi network with high speed to enable attendees to freely interact in open settings such as bars, restaurants, hallway lounges, or after-hours sponsored parties to simplify operations, increase engagement and enrich attendees experience.	Same as for 4 Star but shall have comprehensive integrated event management software with technological capabilities to combine several event planning and management tools in one platform for creation of customized websites and personalized event experiences, event specific gamification and mobile apps to enhance attendees participation, virtual venue selection and personalization of attendee's facial recognition, customized registration forms, payment processing and ticketing, augmented reality, track attendees lists and data collection measurement software for post event analysis. In

		allow audience response system, event badging and ticketing. In addition, shall have social media platforms with event-specific mobile apps that allows attendees to get information about the venue, as well as timings, agendas of the meetings and access to important informational materials. In addition, shall have high speed seamless Wi-Fi connectivity inside meeting rooms, exhibition halls, as well as around the exhibition hall and convention center to ensure that business are conducted efficiently in any setting.		addition, the Center shall provide internet connectivity beyond the meeting hall with secure and seamless Wi-Fi access at nearby hotels, airports, and restaurants with the same credentials to enable attendees avoid the hassles of connecting to multiple networks and putting their personal information at risk.
		165	220	275

6.1.3	Lighting System	Lighting system shall be flexible to accommodate and serve various performance venues for lectures, plays, musical performances in the auditorium. Shall have capability for inter-connectivity between power, telephone communication systems, internet capabilities and air-conditioning that can be independently controlled. Shall have in all public spaces and functional venues, light bulbs that are energy saving and special Lighting/dramatic lighting systems include front lighting, foot lighting, spot lights, follow spot lights, beam lights, and flood lights, and a projection room/booth. In addition, shall have in place cherry pickers, scissor lift or boom lift in larger venues to access ceiling lights and power grids.	Same as for 3 Star but shall adopt digital technology to centrally manage lighting systems from designated control room managed by qualified staff. In addition, ensure external and flood lighting system is consistent with the image of the venue. In addition, shall have programmable lighting controls, and space for the spot light operator space with qualified personnel.	Same as for 4 Star but with exceptional fittings.
		120	160	200
6.1.4	Audio-visual system	Convention Centre shall have in place appropriate networking system between elements dealing with Communications,	Same as for 3 Star but there shall be provision for a wide range of excellent quality and technologically	Same as for 4 Star but with a wide range of exceptional quality, technologically advanced AV

		Power, Light, Production and Meeting Room Services. Convention Centre shall be equipped with functional and quality range of latest models of AV equipment, slide and power point projection system and LCD projectors or video screening facility, professionally mounted and appropriate for the size of each meeting venue. Sufficient number of movable & wireless microphones shall be available in meeting events taking place at the same time. Built in equipment shall be limited to auditoria. All other spaces shall be able to be equipped as required. There shall be a dashboard to be used for the control of visual and sound systems. Equipment shall be maintained and replaced on a regular basis. Clear records shall be kept providing a prospectus of available equipment in place and schedule of maintenance. Visual and sound system control & operation shall be under the	advanced staging and audio- visual equipment in the venue. In addition, shall have provision for flexible, comprehensive and adjustable audio-visual equipment rather than fixed. Movable panels and storage which can easily be erected to neatly enclose audio visual operator and equipment at the back of meeting rooms. Concealed ceiling grids shall be used to mount video/data projectors, lights and other equipment for convenience & comfort of participants. In-built piped music shall be easily adjustable by meeting organizers. Shall have in place highly qualified and experienced in- house technical staff to set up, operate and pull-down equipment if it is supplied by the venue and to advise clients as required.	equipment and staging with built-in sound in the venues. Shall have flexible approach to provision of equipment and services with the ability to have either in-house or external operators and equipment providers. Media splitter box in main meeting room. Technical staff shall be equipped with technical and interpersonal skills to deal with participants & supplier who provides all services on a preferred supplier basis.

		supervision of adequate number of qualified in-house or outsourced staff available at all times during the meetings and events. In addition, shall have distinctive identification clothing and/or badges, for venue audio visual services staff.		
		285	380	475
6.1.5	Power System	Convention Centre shall make provision for appropriate and functional sufficient number of power outlets in convenient locations widely distributed throughout the venue. Universal power plugs shall be used in all power outlets. If not, shall be made available on request by attendees. Electrical power maintenance technicians shall be adequate in number in relation to the number of venues and available on call at short notice to attend to any incidences. Multiple power points, easily accessible, built into floors, walls and ceilings in all meeting rooms and public spaces.	Same as for 3 Star but with power points clearly labeled with circuit breaker number and phase around all meeting rooms on multiple circuits to spread loads. In addition, shall install at various designated points meters to measure amount of energy used in main outlets.	Same as for 4 Star but with extension leads and power boards, clearly marked and easily identifiable. In addition, shall make available qualified electrician on- site in larger venues, and access to one in all other meeting venues. Shall have plan clearly showing number of GPOs per circuit, location plan for light and power points and sound controls accessible to organizers and technicians.

		There shall be sufficient power outlets including 15-amp GPOs and at least 300 amps per phase for concerts in larger venues.		
		150	200	250
6.1.6	Alternative / Emergency power	Provision shall be made for complete power back up system for emergencies to maintain all services that may include standby generator with uninterruptible power supply or gas back up among others. Shall have power surge protectors, earth leakage detector and power circuits for varying aspects of equipment and plant throughout the venue and client nerve Centre areas to prevent incidental power interruption. In additional, shall have alternative environmentally responsible power sources and techniques to moderate fossil fuel consumption and supplement electrical power usage. Emergency lights and power system shall be capable of being in use for at least 24 hours. There shall be in place a	Same as for 3 Star but the emergency lights and power system shall be capable of being in use for at least 48 hours In addition, there shall be evidence of regular maintenance and emergency plan & procedures.	Same as for 4 Star but the emergency lights and power system shall be capable of being in use for at least 7 days. In addition, shall have a comprehensive alternative energy sources policy, plans and evidence of implementation.

6.1.7	Temperature control	There shall be in place adequate and functional air-conditioning and/or acceptable air temperature control system throughout the venue. Adequate mechanism shall be in place to ensure optimum utilization of natural ventilation. Each meeting room/venue shall be able to be individually controlled to the comfort of delegates. Provision shall be made for an air-conditioning /temperature control system in each meeting room.	Same as for 3 Star but the convention Centre shall be completely centrally air-conditioned to ensure adequate ventilation in each room within the venue.	Same as for 4 Star but In addition, air- conditioning/ temperature control system shall cover all public space/pre-functional area.
		90	120	150
6.1.8	Communication s Services	The convention Centre shall have integrated communication system leveraged on technology to enhance networking between meeting venues, speakers, organizers, delegates and participants, suppliers and the general business community. High speed wireless and wired broadband facilities in meeting and exhibition space shall be provided. Where wired broadband is used, provision shall be	Same as for 3 Star but the announcement & electronic message monitors in public areas shall be in place. In addition, shall have direct and immediate access to floor manager during events. Dedicated telephone and fax numbers available at time of booking for publication by clients.	Same as for 4 Star but there shall be provision for built-in interpretation facilities and loop for hearing impaired. Employees dedicated to communications in larger venues

		made for one wired broadband line per 50 people. Public address system and "call to attendees" bell, 'Meeting in Progress' lights outside front and back of house entry to meeting rooms shall be provided. Provision shall be made for multiple phone/fax outlets for registration and business areas, and outlets for computer modems. Mobile communication systems for clients, show producers and crews shall be provided. In addition, there shall be staff dedicated for communication throughout the Centre.		
		180	240	300
7.0. BANQUETING SERVICES				
7.1. Food and beverage catering				

7.1.1	Food and beverage service	The Centre shall make provision for the necessary infrastructure for food and beverage services exclusively managed by the banqueting department of the Centre, or by contracted /appointed management or franchise arrangement with professional F&B service providers. Whenever, necessary, the Centre shall make provision for prior arrangement for mobile cafeteria / snack stations to be set up at designated alternative locations on the show floor within the exhibition hall or public spaces as requested by event organizers either by the banqueting department or appointed F&B service provider. In addition, shall provide food and beverage services with a variety of menu selections and operating hours as deemed appropriate based on demand.	Same as for 3 Star but shall have designated show floor locations, retail food concessions' stations and areas for attendees to be able to sit and enjoy their food and beverage, determined by the Centre Banqueting department. The Centre shall provide appropriate tables and chairs at the designated food areas. In addition, the centre shall ensure that the event's F&B menu provide options with extra opportunity for attendee engagement and have an enriched experience of the F&B services.	Same as for 4 Star but each exhibition hall and meeting venues shall have purpose built-in permanent concession stand offering a wide range of hot and cold snacks, salad, sandwiches and drinks on show or event days. In addition, the Centre shall make provision for other commercial food and beverage enterprises including; bars , catering operations, refreshments, candies, in the public spaces under the direction of banqueting department.
		120	60	200
7.1.2	Kitchen	There shall be provision for a kitchen including food stores and pantry. Shall be in proportion to the	Same as for 3 Star but the minimum size shall not be less than 0.75 sq. m. per guest.	Same as for 4 Star but in addition shall have at least one specialty kitchen.

		capacity of the Centre floor area, but the minimum size shall not be less than 0.65 sq. m. per guest		
		30	40	50
7.1.3	Flow of food service	The kitchen shall be conveniently located in relation to the restaurant/dining area to facilitate service efficiency and one way flow of food service. There shall be two independent access ways to facilitate one-way movement between the kitchen and the restaurant/ dining room. If the kitchen is on another floor, there shall be separate food lifts to convey food to the restaurant/dining room	Same as for 3 Star but with a highly efficient and convenient method of conveying food. In addition, shall have electronic system of conveying guest special orders.	Same as for 4 Star but with enhanced mechanisms for transmitting guest order information.
		75	100	125
7.1.4	Organization of the Kitchen	There shall be provision for visible segregation and labelling in terms of different and appropriate working areas.	Same as for 3 Star but with partitioning and sections that are clearly labelled.	Same as for 4 Star but shall be highly organized and fully departmentalized.
		45	60	75
7.1.5	Kitchen worktops and equipment	Work tops shall be adequate, of non-rusty and non-impervious materials that is easy to clean and can withstand repeated cleaning and disinfection.	Same as for 3 Star but with appropriate equipment for each section which shall be handled hygienically. In addition, shall be of excellent	Same as for 4 Star, but surfaces made of stainless steel. In addition, kitchen equipment and guest crockery and cutlery shall be handled with gloves and

		There shall be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All shall be kept in good and clean condition. There shall be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service cleaned with food grade detergents, sanitized, dried and properly stored.	quality material. Infra-red thermometers shall be used.	disinfected/ washed separately on deep and high temperature wash cycle.
		120	100	200
7.1.6	Hand wash Basin	There shall be provision for hygienically operated hand wash basins in every preparation area with one placed at the kitchen entrance and others easily accessible by food handlers with a provision of running water, non- perfumed antibacterial hand washing soap/foam and hygienic means of hand drying.	Same as for 3 Star but located at convenient sections of food preparation areas with excellent quality fittings.	Same as for 4 Star but shall be of exceptional quality.
		45	60	75
7.1.9	Drainage	All drains in and around the kitchen shall be covered and connected to the drainage system of the building via grease	Same as for 3 Star but the grease trap mechanism used shall be environmentally friendly	Same as for 4 Star but with innovative approaches to management of sewerage systems that are geared

		trap with clear inspection points. All drains shall be maintained in good working condition at all times. In addition, there shall be water quality analysis report. Kitchen shall have adequate drainage and slight slope for proper water flow into drainage to avoid flooding of floors.		towards enhancing efficiency.
		75	100	125
7.1.10	Floors, Walls and Ceilings	Walls and ceiling material shall be easy to clean. Floors shall be of non-slip impervious materials and conducive to easy cleaning with slight slope for proper water flow into drainage to avoid flooding of floors. The floor and wall junctions shall be coved.	Same as for 3 Star but shall be of excellent quality.	Same as for 4 Star but more luxurious and of exceptional quality.
		60	80	100
7.2. FOOD SAFETY & HYGIENE				
7.2.1	Food Hygiene Policy & Procedure	The Centre shall comply with existing national food safety and hygiene regulations and standards. It shall have a documented food safety and hygiene policy and manual. In addition, shall have documented SOPs. Shall train	Same as for 3 Star but shall provide evidence of regular monitoring and evaluation of the implementation of the food safety and hygiene policy. In addition, shall have an internationally recognized certification in	Same as for 4 Star but shall also be HACCAP Certified

		staff regularly on food safety and hygiene and keep record of staff training. Food items shall be labelled and ingredients indicated. In addition, consideration shall be given to providing healthy eating options. Additionally, food traceability shall be evidenced.	food safety and hygiene.	
		165	220	275
7.2.3	Food equipment	Shall have a wider variety of appropriate equipment for different types of food preparation areas.	Same as for 3 Star but with highly specialized equipment	Same as for 4 Star but of exceptional quality.
		45	60	75
7.2.4	Food Supplies	Shall have supplies policy and plan in place. There shall be provision for designated area for receiving, inspecting and weighing of food supplies. Food shall be received in an area close to storage for ease in movement and to avoid contamination. In addition, have evidence of an inventory of the suppliers and supplied items. Offloading and loading, receiving areas and surfaces	Same as 3 Star but with automated system to manage food storage.	Same as 4 Star but with evidence of local community empowerment through suppliers preferred.

		shall be cleaned, disinfected/ sanitized at regular intervals and well-maintained. Suppliers shall be advised in advance to adhere to the required food safety and hygiene guideline. Food shall be transported only in vehicles designated for transporting food and shall be separated from non- food items and chemicals. Food shall be received and packed in clean, bio degradable and food grade packing material to facilitate hygienic receipt of food items. Shall have qualified personnel in place. to update and manage stores and ensure all necessary documentation is done properly for traceability and ease of reference.		
		180	240	300
7.2.5	Food Storage	Shall make provision for adequate and appropriate food storage facilities and equipment with proper separation and labelling of both cooked and uncooked food items. In addition, special storage shall be provided	Same as 3 Star but in addition specially designed food holding facilities shall be in place. Food items shall be stored on stainless steel pallets.	Same as 4 Star but in addition have well designed food storage facilities with specialized and efficient equipment.

		for cold or frozen food items. Food items shall be stored in a clean and well-maintained storage facility that is in close proximity to food preparation areas, protected from contamination and separated from non-food items. Food items shall be stored on at least plastic pallets placed at a distance of at least 15cm above the floor level and 20cm from the walls. Food items shall be separated into raw, cooked and ready to eat to avoid cross contamination in the refrigerators, in addition the food items shall be well covered and coded when kept in refrigerators and freezers. In addition, all food shall be kept in the right temperature and proper records of the same be kept. FIFO concept in stock rotation shall apply.		
		165	220	275
7.3. RESTAURANTS				
7.3.1	Restaurant capacity	There shall be provision for at least one main restaurant. Total seating capacity shall be at least 50% of the total	Same as for 3 Star but with at least one speciality restaurant. Total seating capacity shall be at least 80% of the total	Same as for 4 Star but in addition, shall have fine dining and an elaborate a la carte services. Total seating capacity

		floor area.	floor area.	shall be at least 90% of the total floor area.
		15	20	25
7.3.2	Furniture, Equipment and Accessories	There shall be provision for adequate, functional, comfortable, clean, appropriate furniture and that take into consideration the needs of Children and Persons with disabilities.	Same as for 3 Star but shall be luxurious, elegant and of excellent quality.	Same as for 4 Star but shall be distinctively luxurious, elegant and of exceptional quality.
		60	80	100
7.3.3	Interior Décor	Shall be of very good quality and functional décor, with harmony of colours.	Same as for 3 Star but shall be more comfortable, of excellent quality and condition.	Same as for 4 Star but shall be of superior sophistication and exceptional quality.
		30	40	50
7.3.4	Floor, Walls and Ceilings	Finishing materials and fittings used shall be appropriate, attention to detail, aesthetics and shall be of good quality, easy to clean and well maintained.	Same as for 3 Star but shall be of excellent quality.	Same as 4 Star but shall be of exceptional quality, design and finish.
		45	60	75
7.3.5	Lighting	There shall be adequate, natural and/or functional artificial lighting to enhance illumination. Light fittings shall be properly insulated and with very good quality.X	Same as for 3 Star but shall be tasteful and provide a pleasant ambience and of excellent quality of fittings and finish.	Same as for 4 Star but shall be dimmable with pleasant lighting effects. The fittings shall be of exceptional quality.
		100	100	125

7.3.6	Regulation of Temperature	There shall be provision for optimum use of natural ventilation. In addition, shall provide sufficient and effective mechanical ventilation where applicable.	Same as for 3 Star but with excellent quality fixtures and fittings.	Same as for 4 Star but with exceptional quality fixtures, fittings and unique design.
		45	60	75
7.3.7	Service Stations	Shall be well appointed and the number proportional to seating capacity of the restaurant. Shall be of very good quality and adequately stocked	Same as for 3 Star but shall be of excellent quality.	Same as for 4 Star but shall be disguised from the guest view and of exceptional quality.
		45	60	75
7.3.8	Menu	There shall be provision for quality presentation of menu on at least laminated menu folder that can be cleaned and sanitized. The menu shall be appropriately branded. Shall have a wide range of hot and cold items, together with a choice of quality accompaniments. The menu shall have a range of dishes and course selection of local and international dishes corresponding to the meals served. Shall have beverage, spirit & wine list. A verbal explanation of	Same as for 3 Star but menu presentation shall be electronic/digital with a wide selection of dishes and beverages. Special highlight of local specialties offerings with a short discretion of ingredients shall be provided.	Same as for 4 Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte and a rich beverage list.

		dishes available shall be provided when required. In addition, shall clearly indicate prices of all food items and extra charges, if any, shall be advertised.		
		180	240	300
7.3.9	Meals Service	Meals shall be served at specific times, according to schedule of meetings and events, and clearly advertised. All foods shall be well- presented and served at the correct temperature. There shall be at least four (4) courses available. A choice of substantial hot and cold dishes provided. The main course shall be a substantial hot dish with provision for dietary options provided. Food items on display shall be properly labelled with appropriate nutritional information and shall have allergen disclaimers. Staff shall demonstrate proactive service, anticipating customer requirements. Where provided, self-service buffets shall be laid out and operated in a practical and	Same as for 3 Star but with a wide selection of beverages and a broad range of dishes of outstanding quality presentation. In addition, shall have personalized service in all areas where food and drinks are served.	Same as for 4 Star but offer at least seven (7) courses. Staff demonstrate outstanding levels of food, beverage and wine product knowledge and service skills.

		customer friendly manner and buffets replenished on a regular basis.		
		165	220	275
7.3.11	Health break & Refreshments	There shall be provision for adequate space with appropriate facilities and equipment for holding food at the right temperature close to meeting rooms for health breaks. Provision shall be made for health break tea & snacks for every scheduled meeting taking place at the same time. Sufficient number of food & beverage service staff shall be available to assist attendees at every service point.	Same as for 3 Star but shall have an assortment of snacks provided. In addition, shall have accessible food kiosk /canteen close to the venue public spaces serving light refreshments of at least hot and cold drinks available during the day and evening during events.	Same as for 4 Star but in addition the light refreshments and hot and cold drinks shall be available for every meeting room.
		90	120	150
7.3.12	Crockery, Cutlery Glassware and accessories	Stocks shall be adequate, at least at a ratio of 1:2 and shall be appropriate for service of different meals and shall be of good quality and design. Provision shall be made for cleaning, drying and storage equipment.	Same as for 3 Star but shall be of excellent quality and appropriate storage and display facilities.	Same as for 2 Star but shall be of exceptional quality in design and finish.
		60	80	100
8.0. SAFETY AND SECURITY				
8.1.1	Safety & Security	The convention Centre shall have a comprehensive	Same as for 3 Star but shall provide evidence of	Same as for 4 Star but with well documented

		policy on safety and security. Shall maintain contact with the local security agencies and have in place a dedicated Safety & Security Committee. There shall be appropriate measures to secure the facility perimeter, entrances and exits, public spaces, meeting venues, back-office areas, exhibition areas and service operation areas of the venue. In addition, the facility shall have adequate, properly trained and equipped security personnel. There shall be SOPs for all operational areas and communication system connected to the external response team. Information on safety, security and emergency evacuation procedures shall be clearly displayed on poster board	collaboration with other relevant security agencies. Emergency information procedures and after- hours contacts to be clearly displayed in English and in pictograms at all strategic points of the venue.	emergency response plan and implementation matrix.
8.1.2	Access Control	There shall be provision for convention Centre access policy and procedure to facilitate entry and exit of meeting/event attendees, organizers, staff, speakers, media, suppliers,	Same as for 3 Star but with electronic access systems for guests and staff and access barriers.	Same as for 4 Star but with additional forms of integrated security systems.

		technical teams and all other participants based on pre- designed special passes for specific areas. There shall be manned entrances and exits 24- hour a day to secure perimeter. Accessible emergency escape routes /doors free from obstruction, well-lit and directional signage. Shall have safe havens for emergency evacuation with secret exit points. Shall have a well-documented and implemented search procedure. Shall have easy access for staff and guests with movement control within the premises. Shall have easy access for persons with disabilities. Vehicle screening shall be done and proper records maintained.		
		150	200	250
		Kiswahili, English/French and pictorial form. There shall be evidence of emergency drills and training with other relevant agencies with records kept. In addition, there shall be security control room and		

		booths located at strategic locations for security arrangements. Provision shall be made for meeting/event room to be lockable by client as well as house security.		
		195	260	325
8.1.3	Guests Screening	There shall be provision for basic metal and explosives detectors. Shall have all guest luggage searched and or screened by trained security personnel. Shall have adequate number of trained male and female security officers to conduct searches and recording.	Same as for 3 Star but with luggage scanners for guests and vehicle scanner (Where applicable).	Same as for 4 Star but with sophisticated,equipment of exceptional quality.
		75	100	125
8.1.4	CCTV Surveillance	CCTV Cameras at entry points, reception, perimeter and public areas manned at all times. The information captured shall be stored for at least one (3) month. The cameras shall have night and day vision. Shall ensure security officers are equipped to undertake surveillance with appropriate equipment. In addition, shall	Same as for 3 Star but shall have night vision CCTV Cameras of excellent quality and capacity store the information captured for at least 4 months.	Same as for 4 Star. But the quality of CCTV shall be exceptional and the information captured stored for at least 6 months.

		have a control point that is manned 24/7, have a communication system terminating at the security office/switchboard, have flash lights, have evidence of recorded patrol activities and have emergency contacts.		
		105	140	175
8.1.5	Fire Risk Management	Material used in the construction of the Centre shall be fire resistant/ retardant. Adequate and appropriate detectors, notifying and extinguishing equipment shall be provided, clearly marked and well maintained, at all times and in accordance with local fire fighting and prevention by-laws. Adequate fire exits/escapes shall be clearly and prominently marked. Fire alarms and fire breaks along the perimeter shall be provided. Staff shall be trained on firefighting equipment and their use. The facility shall have an in-house core firefighting team and records of fire drills kept. There shall be a store for	Same as for 3 Star but with an integrated firefighting system in place.	Same as for 4 Star but fixtures and fittings shall be of exceptionally high quality.

		all cylinders (full or empty) externally, secured and well ventilated. Shall have a designated smoking area/room and 'No smoking' signage prominently displayed in accordance with the national laws.		
		150	200	250
8.1.6	Emergency Evacuation	Information on emergency procedures such as emergency exits, first aid rooms, firefighting equipment and related information shall be provided. Emergency equipment shall be installed, maintained and available in accordance with the Occupational Health and Safety Act. All emergency exits shall be clearly marked with reflective material and be easily accessible. There should be no obstruction of emergency exit doorways or stairwells. All equipment to be regularly inspected, serviced and well maintained. Service certificates shall be made available on request.	Same as for 3 Star but in addition shall make provision for the registration of any guest with a functional limitation to be highlighted in the system, so that in the event of an emergency, special evacuation procedures can be developed for such delegates or guests for evacuation including making provision to assist these guests down emergency stairs in multi-floor facilities.	Same as for 4 Star but in addition, shall have evacuation chairs and escalators installed where lifts would be impractical to move large volumes of pedestrian traffic up and down within a building.

		Emergency assistance equipment shall have both audible and visual means of summoning assistance. An area of refuge or holding area shall be provided for delegates /attendees in case of emergency evacuation.		
		165	220	275
8.1.7	Medical/First aid room	There shall be provision for a designated purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment. There shall be a full-time or temporary registered clinical officer/nurse available on site at all times during events periods and Doctor on call. In addition, First Aid Kits shall be provided in strategic locations and accident-prone areas with at least one staff well trained in basic first aid application techniques. A prominent sign in a conspicuous place should indicate where the first aid box is kept and the name of the responsible person. Emergency	Same as for 3 Star but with a fit for purpose medical room equipped with a gurney, bed, blood pressure equipment, heart defibrillator, oxygen and other basic medical equipment available on- site. In addition, shall have at least one ambulance on site during large events and air lifting services on call.	Same as for 4 Star but in addition, shall have an on-site clinic with a registered Clinical officer/ Nurse/ Doctor subject to national regulations and ambulance at all times and air lifting services on call.

		services telephone numbers are prominently displayed in the medical room, as well as with the Reception, Security and Switchboard staff as appropriate. All emergency equipment to be well maintained and kept in working order.		
		135	180	225
8.1.8	Electrical Safety	All electrical installations shall be of very good materials, well maintained in accordance with applicable national electrical safety laws.	Same as for 3 Star but with excellent quality materials, fitting sand workmanship.	Same as for 4 Star but with exceptional quality materials, fittings and workmanship.
		30	40	50
8.1.9	Cleanliness and Maintenance	There shall be provision for a concrete policy in cleaning and maintenance procedure for the venue. In addition, SOPs shall be maintained and implemented in cleaning of public spaces, meeting rooms, exhibition area and back-office areas. All surfaces shall be professionally cleaned, disinfected and sanitized. There shall be provision for Hand washing and sanitization facilities placed at strategic points in	Same as for 3 Star but shall have a complete housekeeping & maintenance department with adequate storage for cleaning and maintenance equipment.	Same as for 3 Star but shall have sufficient number of professional staff for cleaning & maintenance services

		all public spaces, entrances /exits, meeting venues and exhibition areas. Adequate number of staff properly equipped with cleaning equipment, eco-friendly detergents and PPEs shall be assigned to maintain cleanliness throughout the venue. Clear schedule of cleanliness and records of cleaning shall be maintained. Regular fumigation of the venue by shall be conducted by contracted licensed professional firm & records kept. Equipment shall be regularly inspected, cleaned, repaired and replaced as per the manufacturer's manual.		
		165	220	275
9.0. SUSTAINABILITY				
9.1.1	Environmental Architectural Features	The architectural features shall incorporate eco-friendly technologies including the alignment / layout of buildings to maximize use of natural lighting and ventilation as well as rainwater harvesting. In addition, local	Same as for 3 Star but the façade shall be of excellent quality finish.	Same as for 4 Star but shall have unique, elegant and distinctive features in complete harmony with the environment and taking into consideration the historical aspects of the locality

		building materials shall be used. Shall conform to the cultural/ heritage of the locality		
		75	100	125
9.1.2	Landscaping	landscaping shall be elaborate, of high quality and well maintained with a natural outlook/scenery for aesthetic appeal. Environmental awareness signage shall be provided. Deliberate effort shall be made to plant additional indigenous species that are in harmony with the surrounding environment and correspond to the climatic conditions without introduction of alien species.	Same as for 3 Star but shall have open grounds and deliberate effort to identify and label plants with their native/ local/ botanical names.	Same as for 4 Star but shall have spacious grounds. In addition, there shall be utility information of the plants.
		90	120	150
9.1.3	Acoustics/ Noise Management	A reasonable effort shall be made to minimize noise levels, taking into consideration size and location of establishment as well as the profile of the guest. In addition, orient the openings towards natural sounds.	Same as for 3 Star but with sound management systems in the design and layout of the facility.	Same as for 4 Star but with elaborate sound management systems in the design and layout of the facility.
		60	80	100
9.1.4	Environmental Policy, Plan and Programs	The convention Centre shall comply with environmental	Same as for 3 Star but with evidence of implementation and	Same as for 4 Star but with evidence of Environmental Management

		laws and regulations. Shall undertake Annual Environmental Audits and in the case of new facilities, an Environmental Impact Assessment shall be in place. In addition, shall develop and implement environmental policy and plan.	communication. In addition, the convention Centre shall have a disaster management plan in place.	systems (EMS) in place and documented achievements. Environmental team in place to coordinate implementation. In addition, shall have evidence of monitoring and evaluation.
		120	160	200
9.1.5	Solid Waste Management	The Centre shall put in place appropriate and approved procedures for solid waste separation, collection, storage, transportation and disposal in accordance to the waste management regulations. In particular, the waste storage areas shall be properly secured, have sufficient number of hygienically operated waste bins with tight fitting covers, lined with appropriate waste bags, colour coded and labelled to aid in waste separation and emptied regularly. Waste bins shall be cleaned, sanitized and dried appropriately.	Same as for 3 Star but shall monitor and record all types of waste with the goal to minimize wastage.	Same as for 4 Star but shall have an integrated solid waste management system.

		Solid waste shall be stored in a temperature regulated area. Shall have effective solid waste management plan. In addition, shall put in place measures to ensure there is, reduction, re-use and recycle (A3R).		
		120	160	200
9.1.6	Effluent discharge / Wastewater Management	The Centre shall have efficient and effective wastewater/ effluent management systems located and constructed in such a way that it prevents contamination of water, food and environmental pollution. In addition, shall have provision for grease trap for kitchen drains in accordance with the national laws and existing regulations. Evidence of effective effluent discharge disposal through engagement with a licensed exhauster (where applicable). Shall have effluent discharge analysis records.	Same as for 3 Star but waste water management shall be handled by a competent technical staff. Shall have evidence of regular disludging. Shall have measures for re-use of treated wastewater.	Same as for 4 Star, but shall have wastewater management system that promotes innovative measures to reduce, recycle and re-use waste water.
		105	140	175
9.1.7	Water conservation & Management	There shall be consistent supply	Same as for 3 Star but demonstrate	Same as for 4 Star but in addition

		of at least 60 litres potable water per guest per day within the requirements of WHO. Shall ensure adequate storage capacity to last at least 7 days in case of water supply breakdown. There shall be deliberate water conservation practices and measures to avoid wastage. Demonstrate measures to avoid water pollution and degradation. Shall establish use of alternative sources e.g rainwater harvesting. In addition, there shall be water quality analysis report. Evidence of specific records of water quantities used in key consumption areas shall be kept. Deliberate sensitization and promotion on water conservation to staff and guests shall be in place.	evidence of water monitoring at source and all points of use. Shall have evidence of direct involvement in water conservation programs.	embrace innovations in water conservation approaches. Shall ensure adequate storage capacity for more than 7 days in case of water supply breakdown.
		165	220	275
9.1.8	Energy Conservation	Shall have in place an energy conservation policy. Shall install efficient and cost-effective energy conservation sources/device. Shall promote use	Same as for 3 Star but in addition, have an energy plan with implementation matrix and energy committee in place. The Convention Centre shall also	Same as for 4 Star but in addition evidence of appropriate energy saving appliances & alternative sources of energy as appropriate.

		of clean energy and have evidence of sensitization and promotion on energy conservation measures to staff and guests.	undertake energy audits at least once in three years and and have records kept.	
		165	220	275
9.1.9	Supplies Policy	Shall have evidence of entrenching green supply chain management system and best practices.	Same as for 3 Star but shall have quality assurance measures in place.	Same as for 4 Star but shall embrace information technology that supports multi-level decision making in supplies.
		60	80	100
9.1.10	Corporate Social Responsibility (CSR)	Shall have CSR policy, implementation plan and communication strategy in place. Shall have clear community empowerment programs and budget linking the guests, staff and the host community. Shall have at least one community empowerment initiative annually. Be in good relations with the neighborhood, national security agencies and other key emergency respondents.	Same as for 3 Star but with evidence of implementation. In addition, demonstrated MOAs and agreement with the local community.	Same as for 4 Star but with deliberate measures of assessing the impact of specific programs.
		90	120	150
10.0: EVENT MANAGEMENT				

10.1.1	The Centre Management	The Centre shall be under the management of a suitably trained person and holder of at least a diploma or equivalent qualification in hospitality management from a recognized institution with a relevant experience of at least 5 years, assisted by heads of departments with relevant experience of at least 2 years.	Same as for 3 Star but the Centre shall be supervised by a highly trained and experienced person, assisted by heads of departments with relevant experience of at least 5 years.	Same as 4 Star but shall have proven evidence of a distinguished career in their respective professions. In addition, shall have membership of a national professional association
		90	120	150
10.1.2	Professional Service	The Centre operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 70% of the staff shall possess certified qualifications from recognized institutions to manage the Centre, liaise with event planners & organizers to market and promote the centre for meetings, conferences, exhibitions and other forms of events. The management team shall offer necessary support	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be at least 90%.

		to organizers, suppliers and event attendees. Shall provide prompt and accurate response to inquiries, act on bookings, correspondences and complaints, Convention Centre amenities, facilities, and services provided and their availability and tariff charged shall be accurately conveyed to clients either orally, in print or through digital platforms. In addition, 50% of staff working convention centre public spaces, meeting venues and exhibition area, shall be fluent in at least one internationally recognized language apart from Kiswahili, English and French.		
		105	140	175
10.1.3	Human Resource Management	There shall be a documented Human Resource Management Policy specifying: The organizational structure Terms and conditions of service, statutory benefits and Training programs. Each department shall have their own customized	Same as for 3 Star but shall have a Human Resource Management department	Same as for 4 Star but shall have a training unit.

		training programs.		
		60	80	100
10.1.4	Staff Development Programs	There shall be provision for internal and external training programs. Training shall be continuous and cover relevant topic and emerging issues	Same as for 3 Star but with detailed career growth progression. In addition, comprehensive in-house training programs shall be in place.	Same as for 4 Star but with a dedicated training department.
		75	100	125
10.1.5	Staff Grooming and Professional etiquette	Staff shall be properly uniformed as per their respective areas of operation with name tags at all times, indicating their designation. Kitchen staff name tags shall be embroidered on their uniforms. Staff shall be trained and display high professional etiquette. Staff working in high-risk areas shall have (PPE) Personal protective equipment. Staff shall frequently wash or sanitize their hands before and immediately after entering the work station.	Same as for 3 Star but staff uniforms shall be of excellent quality	Same as for4 Star. But staff uniforms shall be of exceptional quality.
		135	180	225
10.1.8	Staff Incentives	There shall be a well- documented staff incentive program that recognizes and	Same as for 3 Star but with recognition of staff by department. In addition, there	Same as for 4 Star but with evidence of staff incentive for staff with

		rewards performance of all staff at least annually. In addition, shall annually undertake staff satisfaction evaluation for the purpose of continuous improvement	shall be an annual Team Building activity.	exemplary service.
		75	100	125
10.1.9	Staff Recreational Facilities	There shall be provision for a basic room, relative to the number of staff that is clean and well maintained at all times where staff can rest in between shifts. Facilities for persons with disabilities shall be provided. In addition, indoor and outdoor entertainment and recreational facilities shall be provided.	Same as for 3 Star but with annual events such as staff parties.	Same as for 4 Star but with quarterly events.
		60	80	100
10.10.	Staff Welfare and Facilities	There shall be provision for good quality facilities and staff welfare that includes the following; Well designed and fully equipped staff changing rooms which are gender segregated with sanitary facilities and amenities. Staff dining facilities shall be of adequate size in relation to the	Same as for 3 Star but the facilities shall be of high quality and accommodation facilities where provided, shall be en-suite.	Same as for 4 Star but the facilities shall be of exceptional quality.

		number of staff, well ventilated, lit, furnished, clean and well maintained. Facilities for persons with disabilities shall be provided. Where provided, staff transport vehicles shall adhere to safety and hygiene practices.		
		105	140	175
11.0 GUEST SATISFACTION & EXPERIENCE				
11.1.1	Guest Information and Inquiries.	There shall be provision for written information material on services provided by the Centre. In addition, information shall be offered electronically and accessible on digital platforms.	Same as for 3 Star but shall have information offered in at least three (3) UN recognized languages.	Same as for 4 Star But with an E-Commerce enabled website.
		60	80	100
11.1.2	Social media presence	There shall be social media presence through at least one platform and a basic system to acquire feedback on attendees experience. Shall have an interactive website. In addition, presence of at least one reputable online booking or review platform and with a more elaborate questionnaire for acquiring guest	Same as for 3 Star but with a dedicated online feedback system and evidence of management decision making on online review reports.	Same as for 4 Star but with links to social media feedback. In addition, evidence of an objective survey conducted and analyzed by an external party.

		feedback.		
		90	120	150
11.1.2	Complaints Handling	There shall be a documented complaint handling SOP in compliance with the national consumer protection laws. In addition, there shall be procedure for complaint handling and records of the action taken on the same.	Same as for 3 Star but with evidence of management decision making on complaints received.	Same as for 4 Star but shall have documented monthly reports of complaints handled
		60	80	100
11.1.3	Recognition Awards	Presence of at least one award in respect to excellent performance issued by a reputable and relevant institution in the preceding five years	Same as for 3 Star	Same as for 4 Star but at least one award in respect to excellent performance issued by a reputable international body preceding five years
		30	40	60

FOURTH SCHEDULE

FEES

(r. 11(2)(g)) (r.15(5)) (r.18(3)(a)(b)) (r. 23(2)) (r.28(5)(b))

The license fees for regulated tourism activities and services are as follows—

(a) Class "A" enterprises

	Enterprises	Description	Licence Application Fee (Payable Once) (KSh.)	Annual License Fee (KSh.)
1.	Tourism enterprise s.	With bed capacity of one to ten beds or minimum total charge for accommodation per night is KSh.1,500 or less.	1,000	8,500
		With bed capacity of one to ten beds or minimum total charge for accommodation per night is over KSh.1,500.	1,000	12,000
		With or without at least one restaurant or bed capacity of between 11 to 40 beds and minimum total charge for accommodation per night is KSh.1,500 or less.	1,000	15,500
		With or without at least one restaurant or bed capacity of between 11 to 40 beds and minimum total charge for accommodation per night is over KSh.1,500.	1,000	22,500
		With more than one restaurant and bar outlets or bed capacity of between 41 to 80 beds in addition to function room facility.	1,000	30,000
		With at least three restaurants bar outlets swimming pool or bed capacity of between 81 to 120 beds in addition to function room facility with more than one syndicate rooms.	1,000	37,000
		With at least three restaurants, bar outlets swimming pool or bed capacity of between 121 to 160 beds in addition to banqueting department and sports facilities.	1,000	44,000
		With at least three restaurants, bar outlets swimming pool,	1,000	51,000

		banqueting department, sporting facilities or bed capacity of between 161 to 200 beds in addition to health club.		
		With at least three restaurant bar outlets, swimming pool, banqueting department, sporting facility, health club or bed capacity of between 201 to 300 beds in addition to casino.	1,000	58,000
		With at least three restaurants, bar outlets swimming pool, banqueting, sporting facility health club, a casino or bed capacity of above 301 beds in addition to golf or racecourse.	1,000	65,000
2.	Members Club.		1,000	15,500
3.	Motels.		1,000	15,500
4.	Inns.		1,000	15,500
5.	Hostels.		1,000	15,500
6.	Health and Spa Resorts.		1,000	37,000
7.	Retreat Lodges.		1,000	37,000
8.	Eco lodges.		1,000	30,000
9.	Tree houses.		1,000	30,000
10.	Floatels.		1,000	30,000
11.	Service flats/Service Apartments.	With a Capacity of 1 unit.	1,000	12,000
		With capacity of 2 units.	1,000	20,000
		With a Capacity of 3 to 5 units	1,000	29,000
		With a Capacity of 6 to 10 units	1,000	38,000
		With a Capacity of 11 to 15 units	1,000	47,000
		With a Capacity of 16 to 20 units	1,000	56,000
		With a Capacity of 21 and above units	1,000	65,000
12.	Beach Cottages.		1,000	37,000

13.	Holiday cottages.		1,000	30,000
14.	Game Lodges.	Conventional game lodge with at least one restaurant, bar or bed capacity of between 1 to 20 beds.	1,000	30,000
		Conventional game lodge with at least two restaurants, bar or bed capacity of between 21 to 60 beds in addition to swimming pool.	1,000	37,000
		Conventional game lodge with at least two restaurants, bar, swimming pool or bed capacity of between 61 to 100 beds in addition to function room facilities.	1,000	44,000
		Conventional game lodge with at least two restaurants, bar, swimming pool, function rooms and/or bed capacity of above 101 beds in addition to health clubs and any other sporting facilities.	1,000	51,000
15.	Tented Camps.		1,000	72,000
16.	Safari and mobile camps.		1,000	72,000
17.	Bandas.		1,000	30,000
18.	Cultural homes and centres.		1,000	3,000
19.	Villas.		1,000	37,000
20.	Homestays.	Economy.	500	1,500
		Standard.	500	3,000
		Executive.	500	4,500
21.	Guest houses.	With bed capacity of 1-2 beds.	1,000	8,500
		With bed capacity of 3-5 beds.	1000	12,000
		With bed capacity of 6-9 beds.	1000	15,500
		With bed capacity of 10-12 beds.	1000	22,500

		With bed capacity of 13 and above.	1000	30,000
22.	Time shares.		1,000	37,000

(b) Class "B" Enterprises

The License fee for Class "B" Enterprises is based on gross receipts as follows—

Gross Receipts	Licence Application Fee (KSh)	Annual Licence Fee (KSh)
A restaurant, which has not previously traded.	1,000	16,000
Annual gross receipts less than KSh. 2 million.	1,000	16,000
Over KSh.2 million but not more than KSh. 3 million.	1,000	20,500
Over KSh.3 million but not more than KSh.4 million.	1,000	29,500
Over KSh.4 million but not more than KSh.5 million.	1,000	39,000
Over KSh.5 million but not more than KSh.6 million.	1,000	48,000
Over KSh6 million but not more than KSh7 million.	1,000	57,500
Over KSh.7 million	1,000	85,000

(c) Class "C" Enterprises

	Enterprise	Licence Application Fee (KSh.)	Citizens Annual Licence Fee (KSh.)	Non-Citizens Application Fee (US $)	Non-Citizens Annual Licence Fee (US $)
1.	Tour or safari operators.	1,000	21,500	100	1,500
2.	Tourist service vehicle hire.	1,000	21,500	100	1,500
3.	Local air charter.	1,000	89,500	100	1,800

4.	Travel agency.	1,000	21,500	100	1,500
5.	Water sports.	1,000	21,500	100	1,500
6.	Balloon operators.	1,000	89,500	100	1,800
7.	Boat excursions.	1,000	21,500	100	1,500

	Tourist Service Vehicle/Vessel Sticker	Sticker Application Fee	Six Months' Sticker Fee (Us $)
8.	Foreign Registered Tourist Vehicles/Vessel (per vehicle/vessel)	-	500
			Annual Sticker Fees (KSh.)
9.	Local Registered Tourist Vehicle/Vessel (per vehicle/vessel)	-	1,000

(d) Class "D" Enterprises

	Enterprise	Licence Application Fee (KSh.)	Citizens Annual Licence Fee (KSh.)	Non-Citizens Application Fee (US $)	Non-Citizens Annual Licence Fee (US $)
1.	Game fishing outfitters.	1,000	8,500	100	1000
2.	Enterprises offering camps and camping equipment for hire.	1,000	8,500	100	1000
3.	Nature parks.	1,000	8,500	-	-
4.	Nature reserves.	1,000	8,500	-	-
5.	Nature trails.	1,000	8,500	-	-
6.	Conservancies/Game ranches.	1,000	106,000	100	2000
7.	Amusement parks.	1,000	8,500	100	1000
8.	Non-citizen tour leaders or guides.	-	-	100	200

(e) Class "E" Enterprises

	Enterprise	Citizen Licence Application Fee (KSh.)	Citizen Annual Licence Fee (KSh.)	Non- Citizen Licence Application Fee (US$)	Non-Citizens Annual Licence Fee (US $)
1.	Local traditional boat operators.	500	3,000		-
2.	Professional safari photographers.	500	3,000	100	200
3.	Curio vendors.	500	3,000	-	-
4.	Private zoos.	500	20,000	100	500
5.	Citizen tour leaders or guides.	500	3,000	-	-
6.	General vendors.	500	3,000	-	-
7.	Beach operators	500	3,000	-	-

(f) Class "F" Enterprises

Enterprise	Licence Application Fee (KSh.)	Annual Licence Fee (KSh.)
Entertainment facilities	1,000	30,000

(g) Class "G" Enterprises

Enterprise	Licence Application Fee (KSh.)	Annual Licence Fee (KSh.)
Conference and event services	1,000	30,000

(i) Fees for Classification

Enterprises	Accreditation Fees (KSh.)	Classification/Reclassification Fees(KSh.)
Class "A" and "B"	100,000	250,000
Other tourism enterprises	100,000	-

(ii) Fees for Inspection of Registers

Anyone who wishes to inspect any register maintained by the Authority under the Act and these Regulations shall pay KSh.. 3,000 per register.

EAC citizens shall be given equal treatment as Kenyan citizens.

FIFTH SCHEDULE

(r.20(1)(a)

LICENCE

Serial No: .....

Identification No: .....

LICENCE is hereby granted to.....

to carry on the following regulated tourism activity or service:

Name of regulated tourism activity and service

.....

Class of regulated tourism activity and service

.....

Designated area of business

.....

on condition that the licensee shall—

(a) adhere to the provisions of the Act and these Regulations;

(b) report any occurrence which causes disruption of itinerary, death or injury to a client with which the licensee is concerned;

Fees Paid: .....

This Licence is valid up to 31st day of December .....

Date of issue: .....

.....

Director General

Tourism Regulatory Authority

Signature/Seal stamp

PROVISIONAL LICENSE (r.21(1))

Serial No: .....

Identification No: .....

LICENCE is hereby granted to.....

to carry on the following regulated tourism activity or service:

Name of regulated tourism activity and service...

Class of regulated tourism activity and service...

Designated area of business...

on condition that the licensee shall—

(i) adhere to the provisions of the Act and the Authority's Regulations.

(ii) report any occurrence which causes disruption of itinerary, death or injury to a client with which the licensee is concerned;

(iii) .....

Fees Paid: .....

This Licence is valid for three months

Date of issue: .....

Director-General

Tourism Regulatory Authority

Signature/Seal stamp

Made on the 3rd June, 2026.

REBECCA MIANO,
Cabinet Secretary for Tourism and Wildlife.

PRINTED AND PUBLISHED BY THE GOVERNMENT PRINTER, NAIROBI